

Cardinal System Access Guide

The Cardinal System includes several applications to support users throughout the Commonwealth. The Cardinal Portal connects system users to the Commonwealth's Financials, Business Intelligence, and Human Capital Management (HCM) applications by leveraging the Virginia Information Technologies Agency's (VITA) cloud-based Identity and Access Management tool, Okta, to authenticate Cardinal users.

This Job Aid contains information on how to login to the Cardinal system. It is divided into four sections.

- **Section One: Employees at COV agencies using agency provided email**
- **Section Two: All Other Users:**
 - Contractors
 - All other users, including:
 - Users using a personal email address (COV or Non-COV)
 - Users using an agency/locality provided email address (Non-COV)
 - Terminated or retired employees

- **Section Three: Managing Your Account After Setup**

This section contains detailed information related to managing your account (e.g., forgot password, forgot username, change security image) after initial setup.

- **Section Four: Requesting Access to Cardinal**

This section contains detailed information related to requesting access to Cardinal.

Important items to note:

- We recommend you utilize a current version of Chrome when accessing Cardinal.
- If you experience issues, please submit a help desk ticket to VCCC@vita.virginia.gov and include the word "Cardinal" in the subject line. Be sure to include your name, email address, and a phone number where you can be reached.
- Visit the [Portal](#) support page on the Cardinal Website for a complete list of COV and Non-COV entities.



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Section One: Employees at a COV agency using an Agency Provided Email

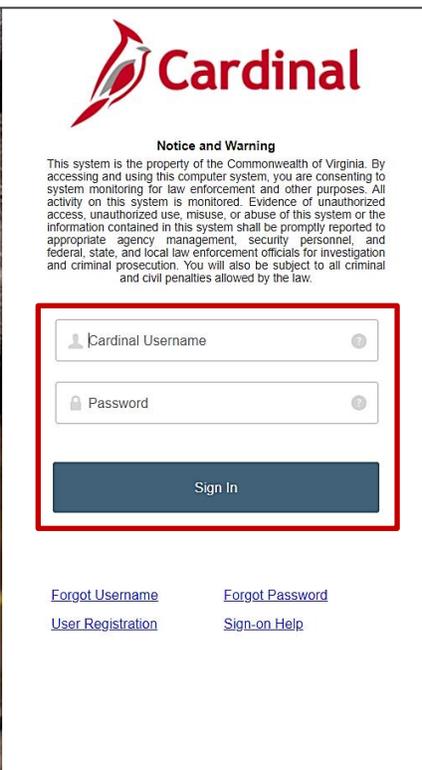
This section contains steps to access Cardinal for employees using an agency provided email and their associated agencies are on the VITA managed Active Directory domain (i.e., COV). No registration or activation steps are required if you fall in this category.

Note: If you are unsure of your network, visit the [Portal support page](#) on the Cardinal Website for a complete list of COV and Non-COV entities.

Employees using Agency Provided Email (COV only)

1. Access Cardinal by entering the following URL in your web browser:
my.cardinal.virginia.gov.

Note: Bookmark this page in your web browser.

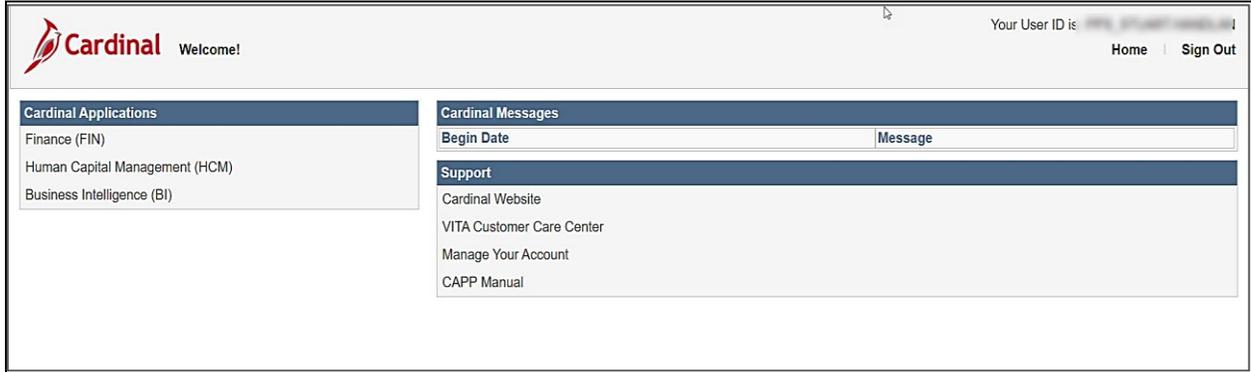


2. The **Cardinal Login** page displays. In the **Cardinal Username** field, enter your Cardinal Username (i.e., agency provided email address or Cardinal Username for existing FIN users (prior to 10/1/21).
3. In the **Password** field, enter the password. This is the same as your COV credentials.
4. Click the **Sign In** button.



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5. The **Cardinal Portal** displays. Congratulations! You have completed the login process to access the **Cardinal Portal**. Skip to [Cardinal Portal Layout](#) section for information on various sections available within the portal.

Note: If you experience issues, please submit a help desk ticket to VCCC@vita.virginia.gov and include the word “Cardinal” in the subject line. Be sure to include your name, email address, and a phone number where you can be reached.

Section Two: All Other Users

This section contains detailed information about how to **register, activate, and authenticate** your Cardinal account to access Cardinal.

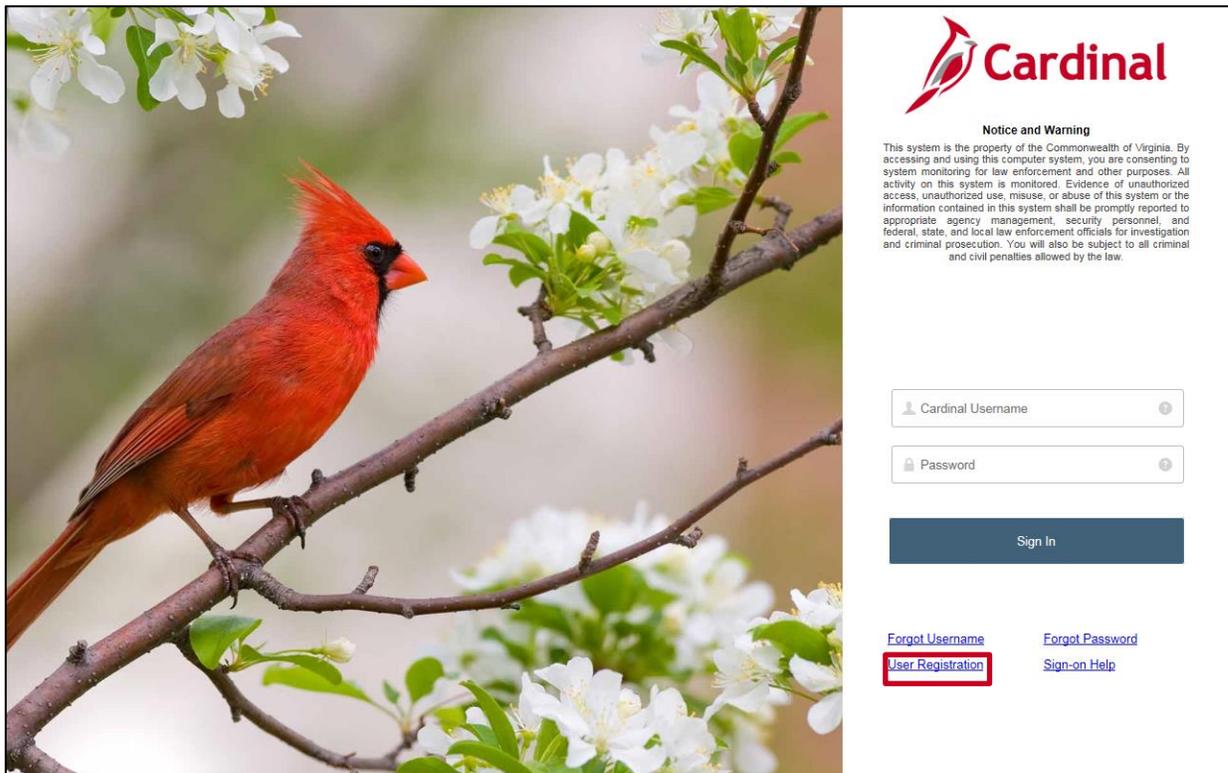
The steps in this section are applicable to the following users:

- Contractors
- Users using a personal email address (COV or Non-COV)
- Users using an agency/locality provided email address (Non-COV)
- Terminated or retired employees

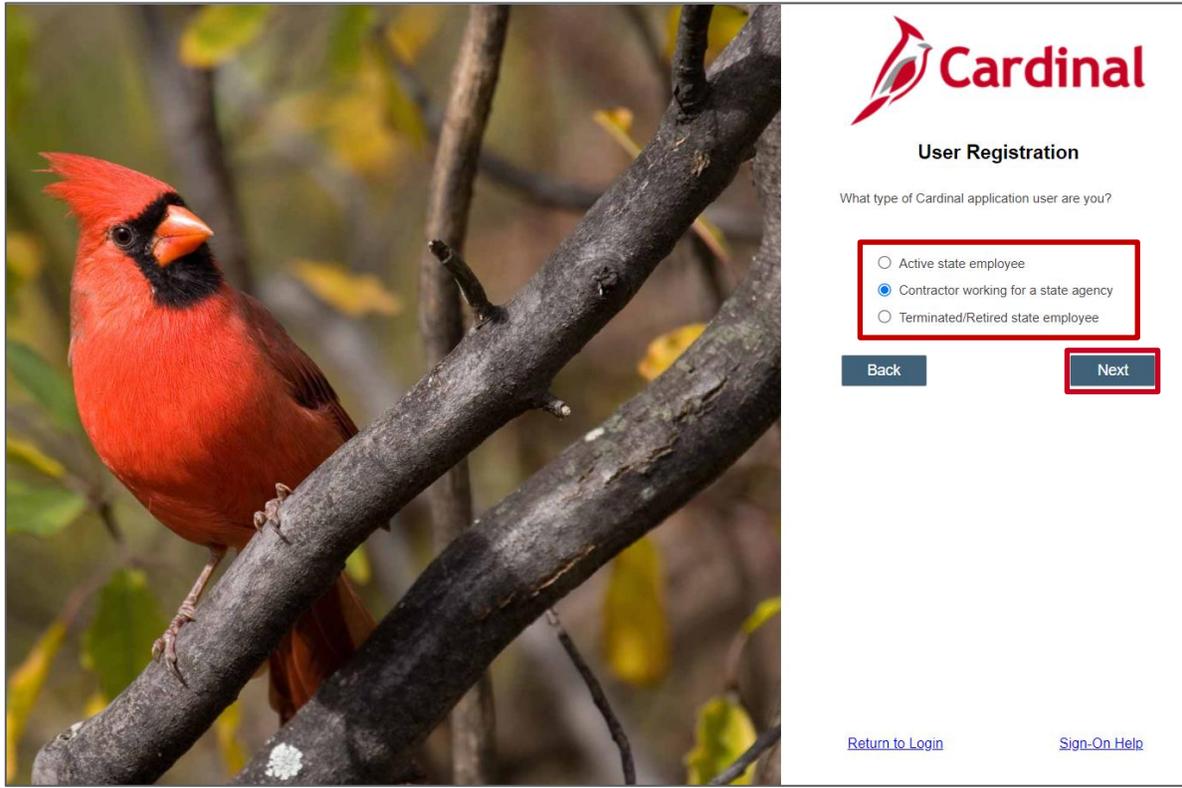
Note: The steps for a contractor are different than the other users identified in this section and are listed separately.

Registering Your Account – Contractors

Registering your account is a one-time only process. This section walks you through the registration process, including possible errors.



1. To register your account, click the **User Registration** link.



2. The **Cardinal User Registration** page displays the question, **What type of Cardinal application user are you?** Once the appropriate answer is selected from the three options, the **Next** button becomes enabled. Click the **Next** button to proceed.



Cardinal

User Registration

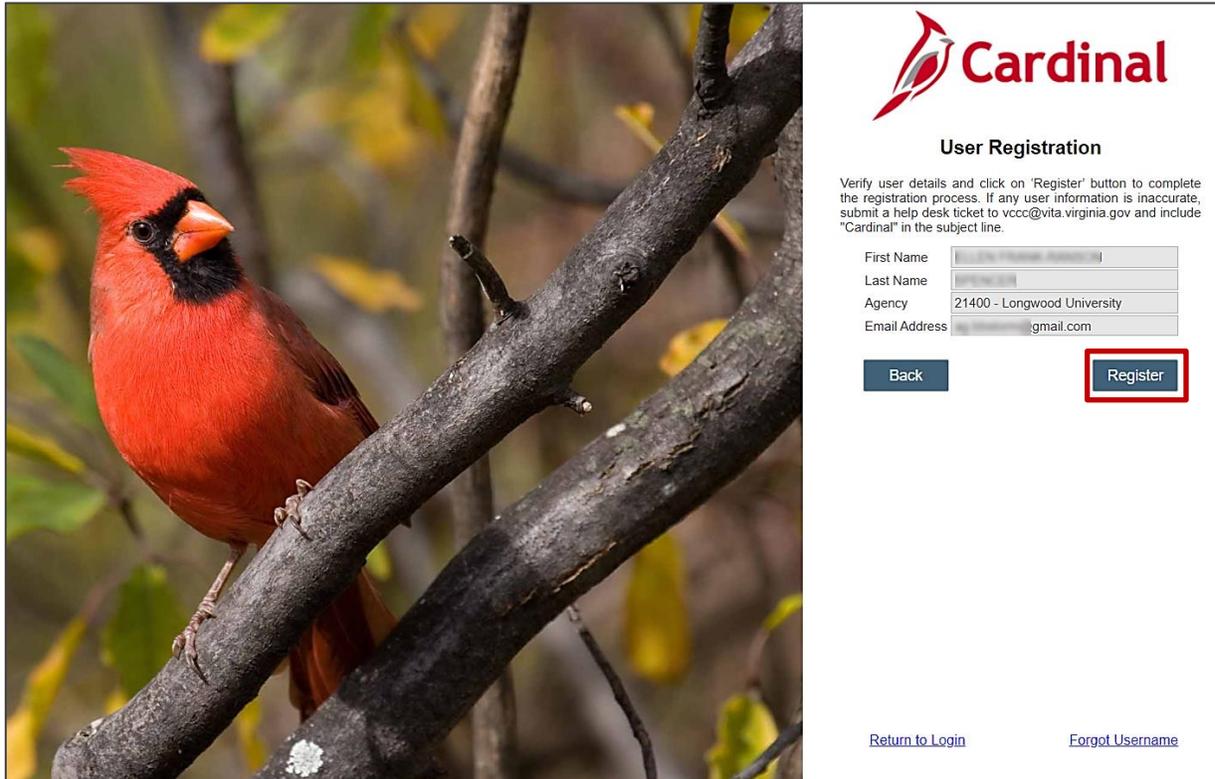
Before completing the registration process below, please contact your Cardinal Security Officer to submit a Cardinal Security Form and wait for confirmation from the Cardinal Security Team. You can access the Cardinal Security Officer link at [Cardinal website](#).

* Enter email address.

Cardinal re-captcha
OU3KFP  

[Return to Login](#) [Forgot Username](#)

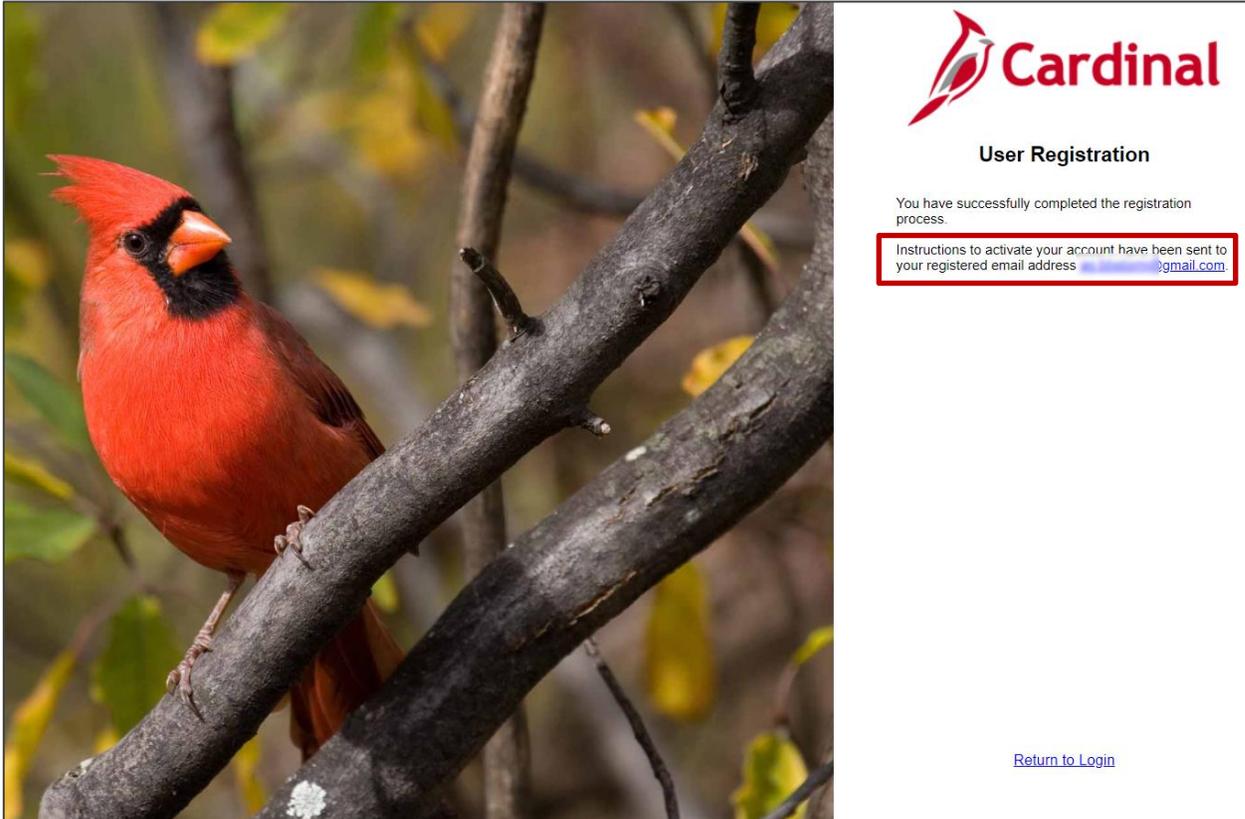
3. Enter your email address in the ***Enter email address** field.
4. Complete the **Cardinal re-captcha** field. Enter the code exactly as it appears. This field is case sensitive.
 - a. **Refresh**  : click the refresh icon to have a new Cardinal re-captcha code display.
 - b. **Speaker**  : click the speaker icon to receive an audible Cardinal re-captcha code.
5. Click the **Next** button.



6. The **Cardinal User Registration** page displays. Verify the information displayed is correct and click the **Register** button.

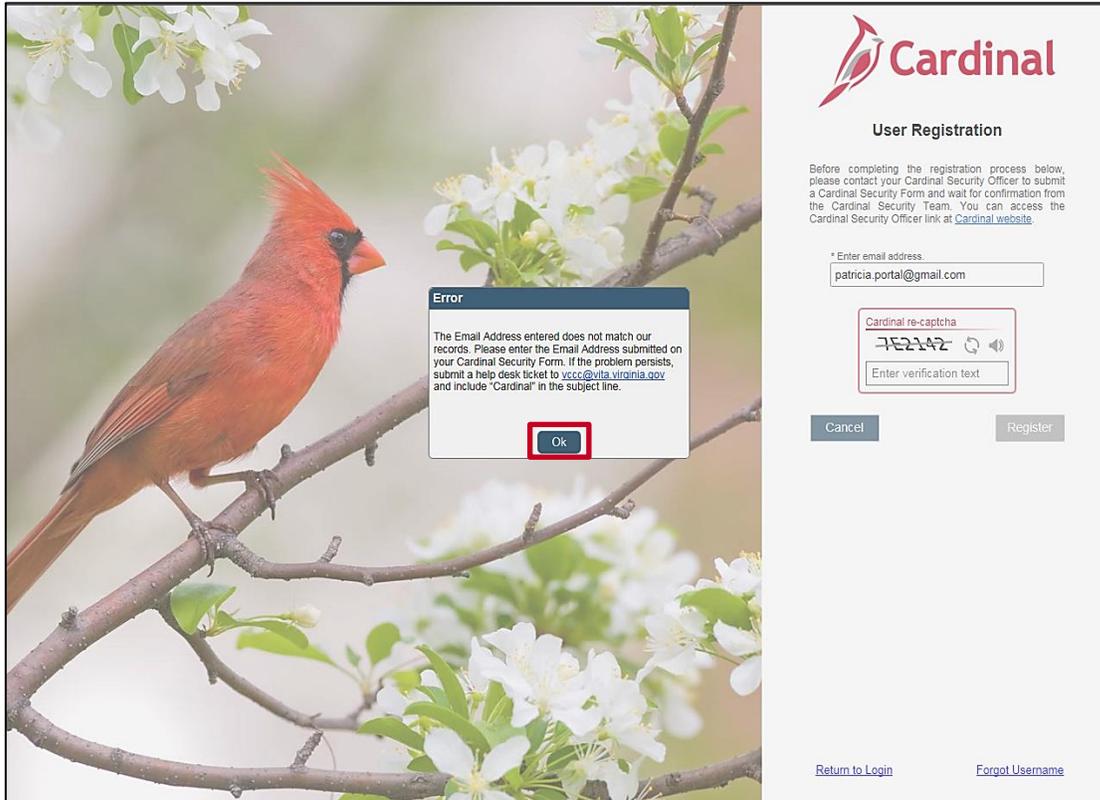
Note: If any of the information is incorrect, **do not proceed**. Submit a help desk ticket to VCCC@vita.virginia.gov and include “**Cardinal**” in the subject line of the email. Be sure to include your name, email address, and a phone number where you can be reached.

You will receive an email from the IT Service Desk <vccc@vita.virginia.gov> with an Incident number and a link to VITA’s ticket system. Unfortunately, you will not be able to access the ticket system to track your issue. However, to assist with tracking, you will receive an update via every time a comment is added to your inquiry. The Cardinal Team also will contact you directly, using the contact information you provided, so that you can correspond about your incident. A new ticket is required for any new issues. Due to high ticket counts, response time may vary.



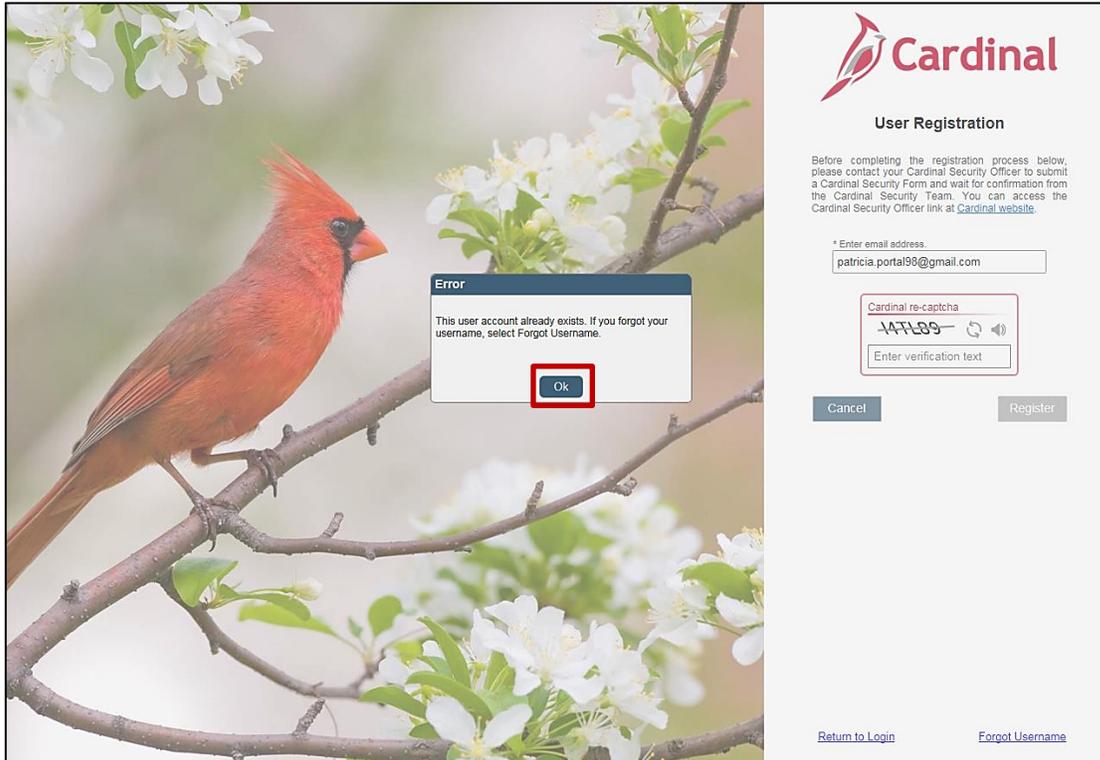
7. After clicking the **Register** button, one of the four (4) following scenarios occurs:
- Successful Registration!** - When you have successfully completed the registration process, a message displays indicating:
 - You have successfully completed the registration process.
 - Instructions to activate your account have been sent to your registered email address.
 - The registered email address displays.

Note: Once you have successfully registered your account, go to the [Activating Your Account](#) section.

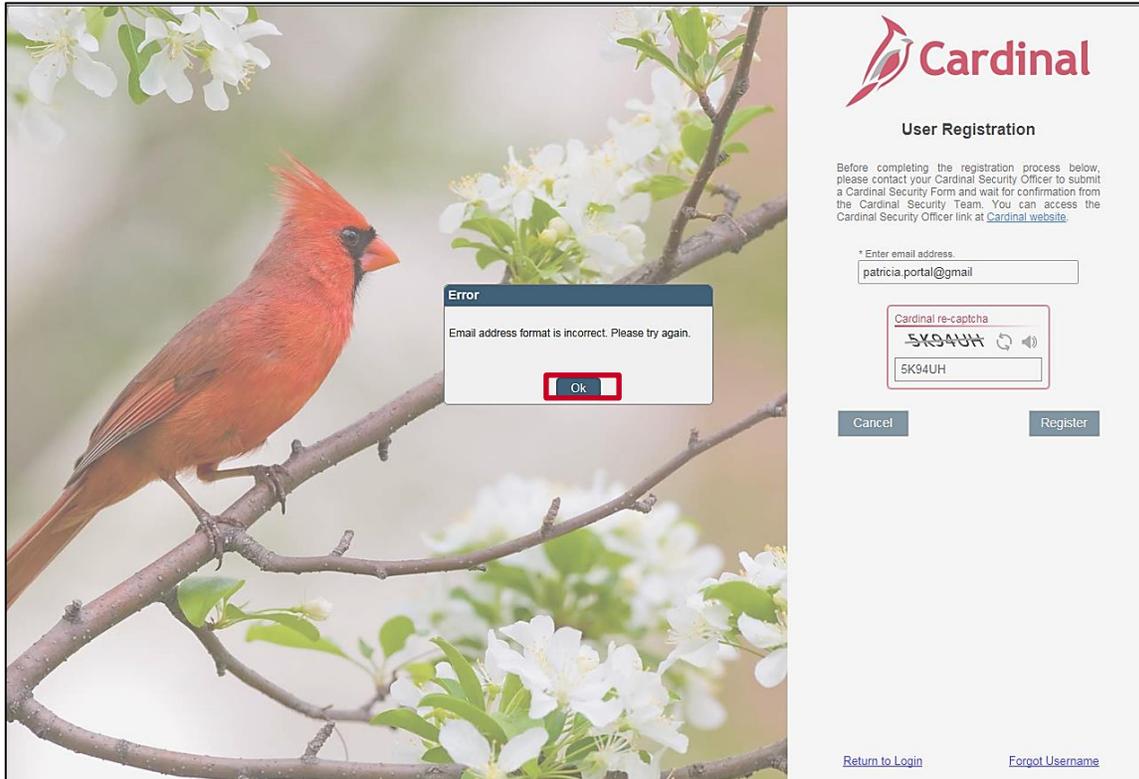


- b. **Incorrect Email:** If you have not successfully completed the registration process, or if you entered the email address incorrectly, a message like the one above displays.
- If the email address you entered is incorrect, click the OK button and enter the correct email address. This should be the email address that was submitted by your agency/locality.
 - If the email address you entered is correct, you will need to submit a help desk ticket to vccc@vita.virginia.gov and include “**Cardinal**” in the subject line. Be sure to include your name, email address, and a phone number where you can be reached.

Note: You will receive an email from the IT Service Desk <vccc@vita.virginia.gov> with an Incident number and a link to VITA’s ticket system. Unfortunately, you will not be able to access the ticket system to track your issue. However, to assist with tracking, you will receive an update via every time a comment is added to your inquiry. The Cardinal Team also will contact you directly, using the contact information you provided, so that you can correspond about your incident. A new ticket is required for any new issues. Due to high ticket counts, response time may vary.



- c. **User Account Already Exists:** If you have already registered your account, an **Error** message displays indicating the user account already exists. If you forgot your Cardinal Username, go to the [Forgot Username](#) section of this job aid.



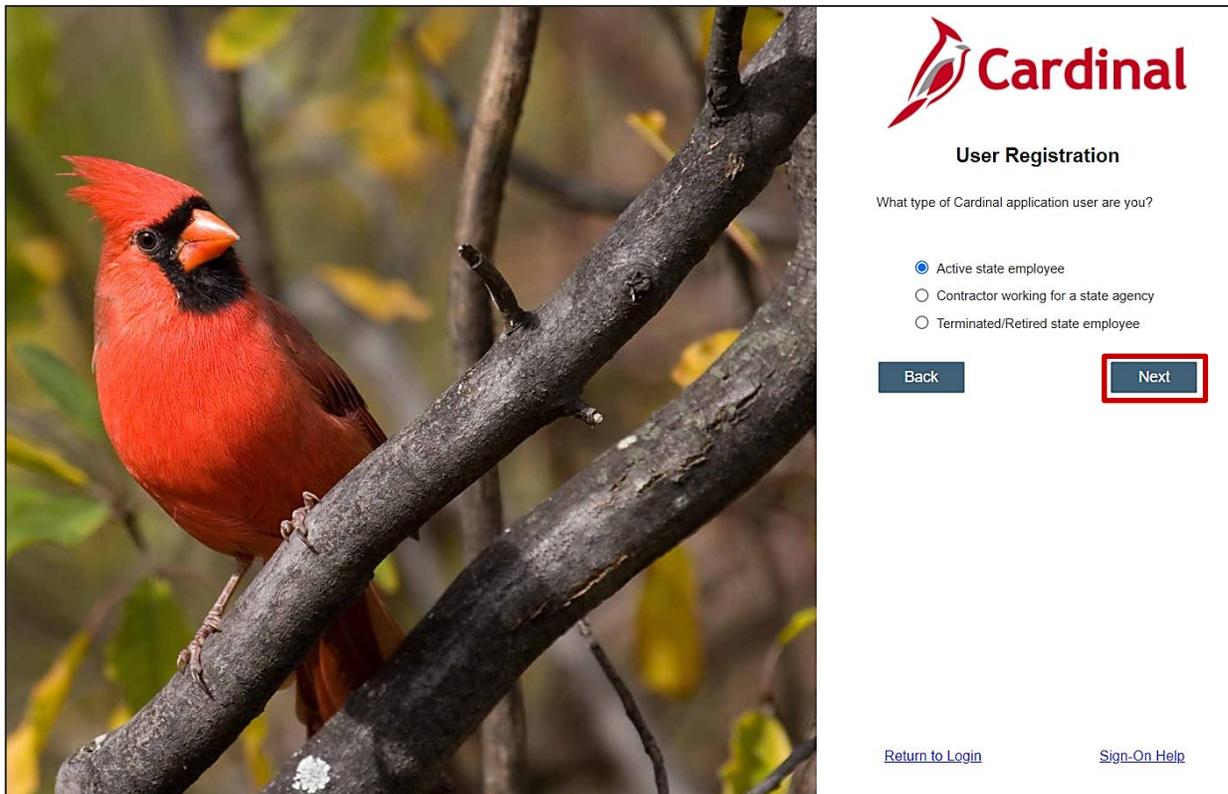
- d. **Incorrect Email Format:** If the email address is not entered in the correct format, an **Error** message displays indicating that the email address format is incorrect.
- Click the **OK** button.
 - Reenter the email address in the correct format [you@example.com](#)
 - Reenter the Cardinal re-captcha information.
 - Click the **Register** button.

Note: Once you have successfully registered your account, go to the [Activating Your Account](#) section.

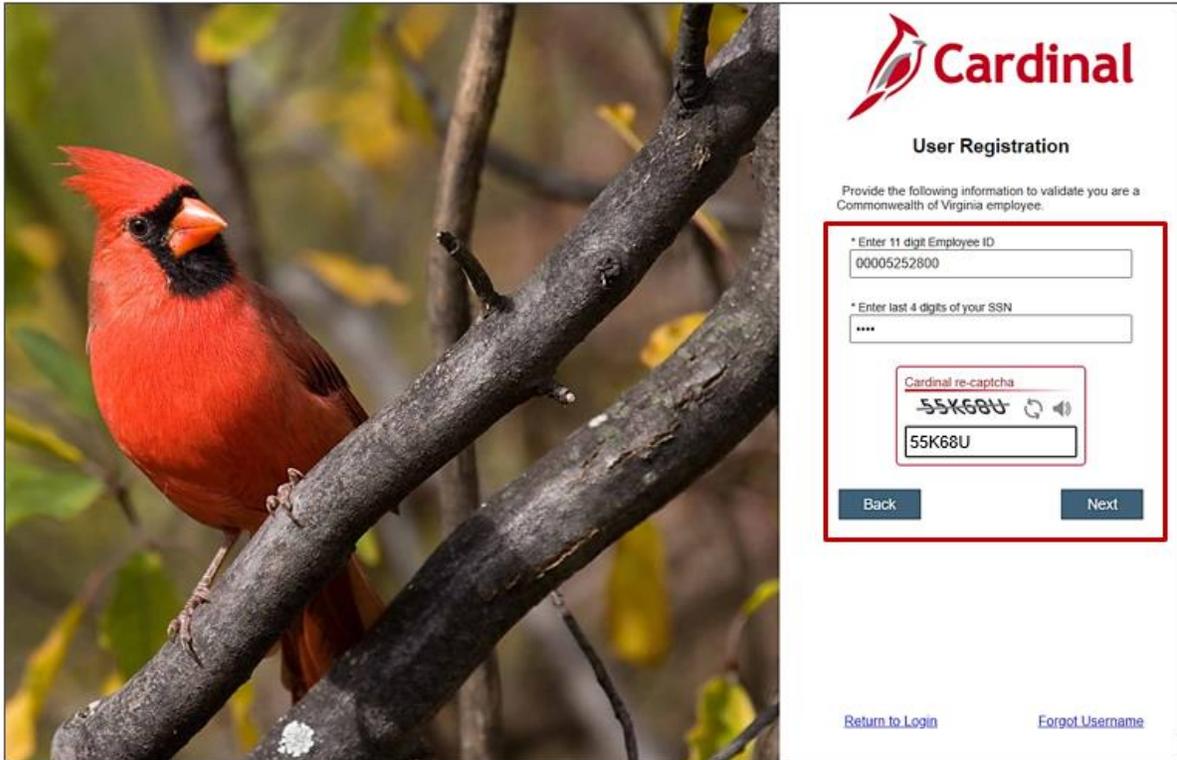
Registering Your Account – All Other Users

- Users using a personal email address (COV or Non-COV)
- Users using an agency provided email address (Non-COV)
- Users from a locality using locality provided or personal email. Use the Active state employee option demonstrated below.
- Terminated or retired employees

Note: The **Active state employee** and **Terminated/Retired state employee** options work exactly the same. The Active state employee option is demonstrated below.



1. The **Active state employee** option is selected. Click the **Next** button.

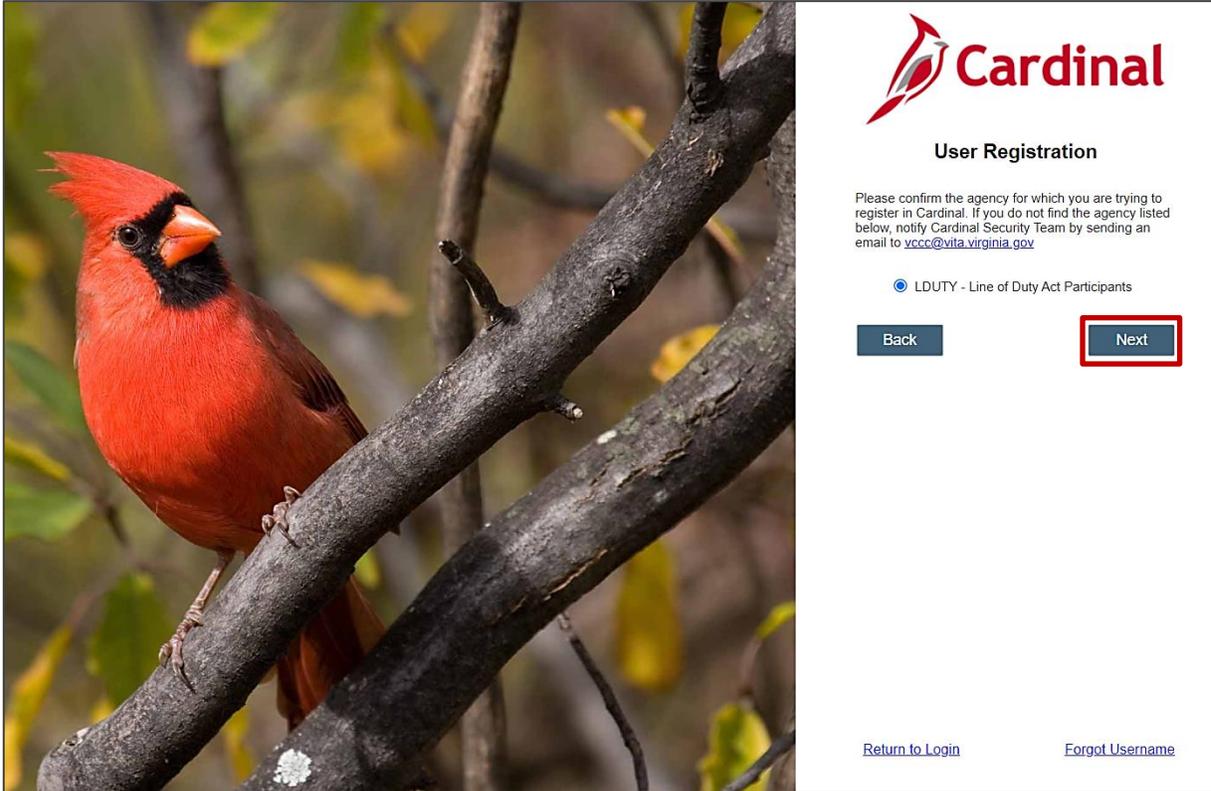


2. The **Cardinal User Registration** page displays with validation criteria. Enter your Cardinal Employee ID including the leading zeros in the ***Enter 11 digit Employee ID** field.

Note: Your **Cardinal Employee ID** is made up of your 7-digit **BES**/9-digit **PMIS ID**. Both state and locality employees/retirees/terminated employees should use their Cardinal Employee ID (e.g., 00 prefix + 7-digit BES ID number + 00 suffix **OR** 9-digit PMIS ID + 00 suffix).

Note: **If you do not know your Cardinal Employee ID**, please work with your HR or Benefits staff to assist.

3. Enter the last 4 digits of your social security number in the ***Enter last 4 digits of your SSN** field.
4. Complete the **Cardinal re-captcha** field. Enter the code exactly as it appears. This field is case sensitive.
 - a. **Refresh**  : click the refresh icon to have a new Cardinal re-captcha code display.
 - b. **Speaker**  : click the speaker icon to receive an audible Cardinal re-captcha code.
5. Click the **Next** button.

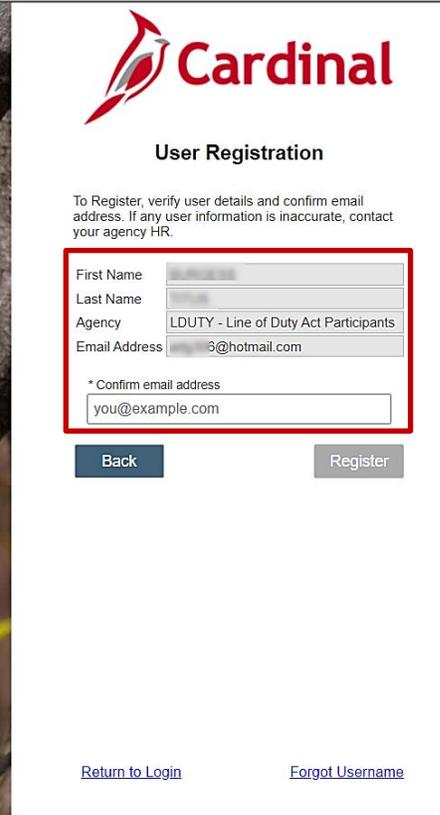


6. The **Cardinal User Registration** page displays the agency/locality for which you are eligible to register an account. Confirm the information displayed is correct by selecting the radio button. The **Next** button becomes enabled.

Note: If the correct information does not display, **do not proceed**. Submit a help desk ticket to VCCC@vita.virginia.gov and include “**Cardinal**” in the subject line of the email. Be sure to include your name, email address, and a phone number where you can be reached.

You will receive an email from the IT Service Desk <vccc@vita.virginia.gov> with an Incident number and a link to VITA’s ticket system. Unfortunately, you will **not** be able to access the ticket system to track your issue. However, to assist with tracking, you will receive an update via every time a comment is added to your inquiry. The Cardinal Team also will contact you directly, using the contact information you provided, so that you can correspond about your incident. A new ticket is required for any new issues. Due to high ticket counts, response time may vary.

7. Click the **Next** button.



Cardinal

User Registration

To Register, verify user details and confirm email address. If any user information is inaccurate, contact your agency HR.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Agency	LDUTY - Line of Duty Act Participants
Email Address	3@hotmail.com

* Confirm email address

[Back](#) [Register](#)

[Return to Login](#) [Forgot Username](#)

8. The **Cardinal User Registration** page displays. Verify the information displayed is correct and enter your email address in the ***Confirm email address** field.

Note: If any of the information displayed is not correct, do not proceed and contact your Human Resources Administrator.



User Registration

To Register, verify user details and confirm email address. If any user information is inaccurate, contact your agency HR.

First Name
Last Name
Agency LDUTY - Line of Duty Act Participants
Email Address

* Confirm email address

[Back](#)

[Register](#)

[Return to Login](#)

[Forgot Username](#)

9. Click the **Register** button.



User Registration

You have successfully completed the registration process.

Instructions to activate your account have been sent to your registered email address, [\[redacted\]@hotmail.com](#).

[Return to Login](#)

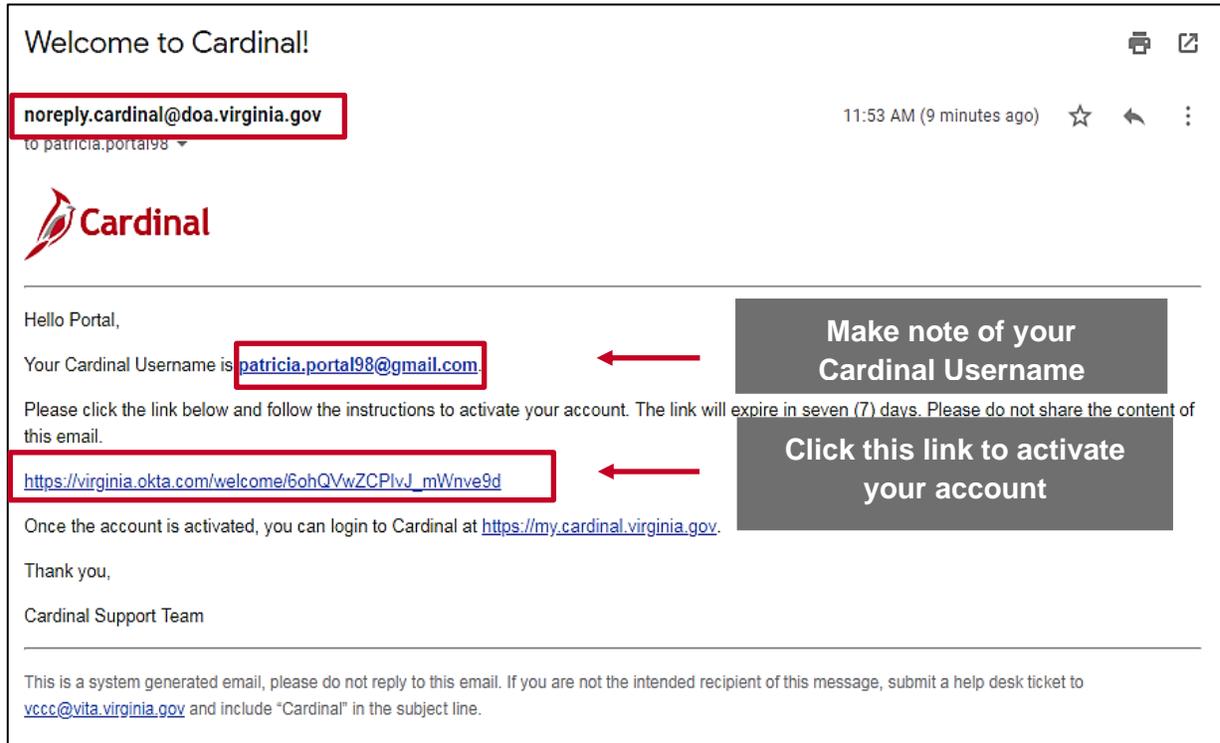


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10. The **Cardinal User Registration** page displays a message stating you have successfully completed the registration process. Instructions to activate the account are sent to your registered email address which is displayed on the page.

11. Open your email account.



The screenshot shows an email titled "Welcome to Cardinal!". The sender is noreply.cardinal@doa.virginia.gov (highlighted with a red box). The recipient is patricia.porta198. The email content includes the Cardinal logo, a greeting "Hello Portal,", and a message: "Your Cardinal Username is patricia.porta198@gmail.com" (highlighted with a red box). Below this, it says "Please click the link below and follow the instructions to activate your account. The link will expire in seven (7) days. Please do not share the content of this email." The activation link is https://virginia.okta.com/welcome/6ohQVwZCPlvJ_mWnve9d (highlighted with a red box). Two grey callout boxes with red arrows point to these elements: "Make note of your Cardinal Username" points to the username, and "Click this link to activate your account" points to the activation link. The email concludes with "Once the account is activated, you can login to Cardinal at <https://my.cardinal.virginia.gov>." and "Thank you, Cardinal Support Team". A footer note states: "This is a system generated email, please do not reply to this email. If you are not the intended recipient of this message, submit a help desk ticket to vccc@vita.virginia.gov and include 'Cardinal' in the subject line."

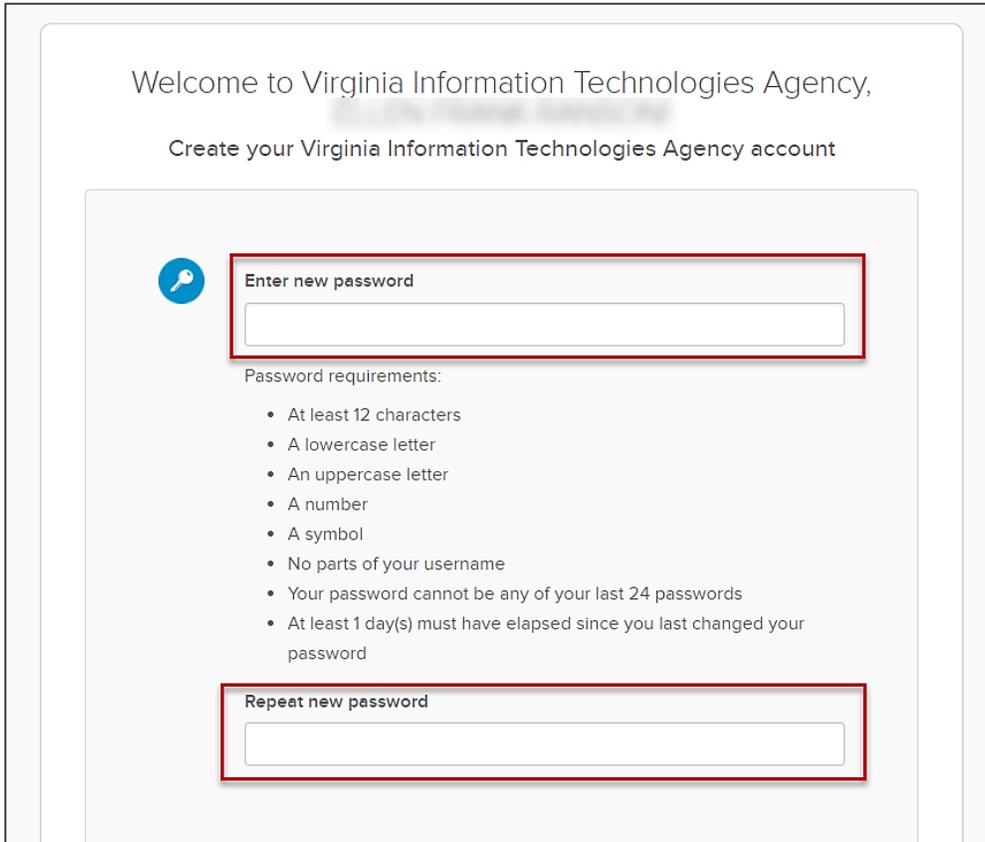
12. Check your email for a message from noreply.cardinal@doa.virginia.gov with the subject "**Welcome to Cardinal!**". Open the email, then:

- a. Make note of your Cardinal Username, as this will be used each time you log into Cardinal.
- b. Click the link in your email message to activate your account.

Note: If you do not use the link to activate your account within seven (7) days, you will need to submit a help desk ticket to vccc@vita.virginia.gov and include "**Cardinal**" in the subject line. Be sure to include your name, email address, and a phone number where you can be reached. Indicate the activation link timeframe expired and you need to activate your account. If you do not receive an email, please check your Spam folder.

Activating Your Account

Activating your account is a one-time only process. During this process, you will set up your password, select a forgot password question, and choose a security image.



Welcome to Virginia Information Technologies Agency,
[blurred]

Create your Virginia Information Technologies Agency account

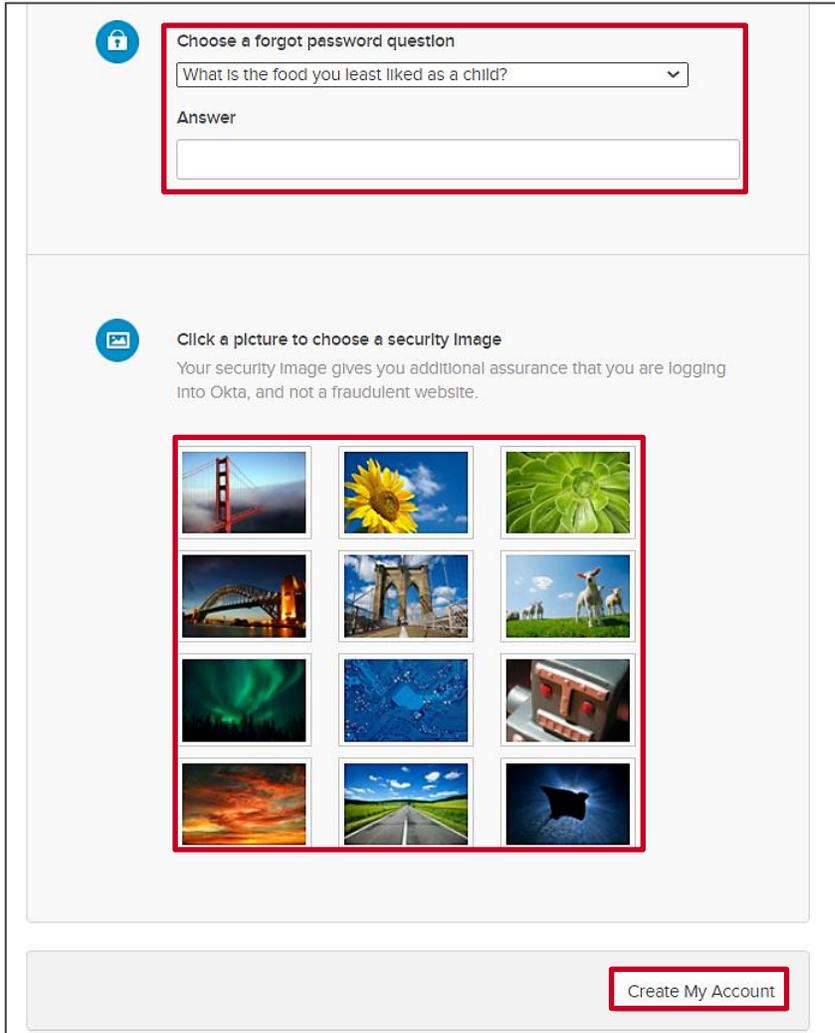
 Enter new password

Password requirements:

- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Repeat new password

1. The **VITA Create your Virginia Information Technologies Agency account** page displays. There are two (2) sections that need to be completed. They are:
 - a. **Enter new password**
 - b. **Choose a forgot password question**
2. Enter a password for your account in the **Enter new password** field. Follow the password requirements as listed on the page.
3. Enter the password again in the **Repeat new password** field.



Choose a forgot password question

What is the food you least liked as a child? ▾

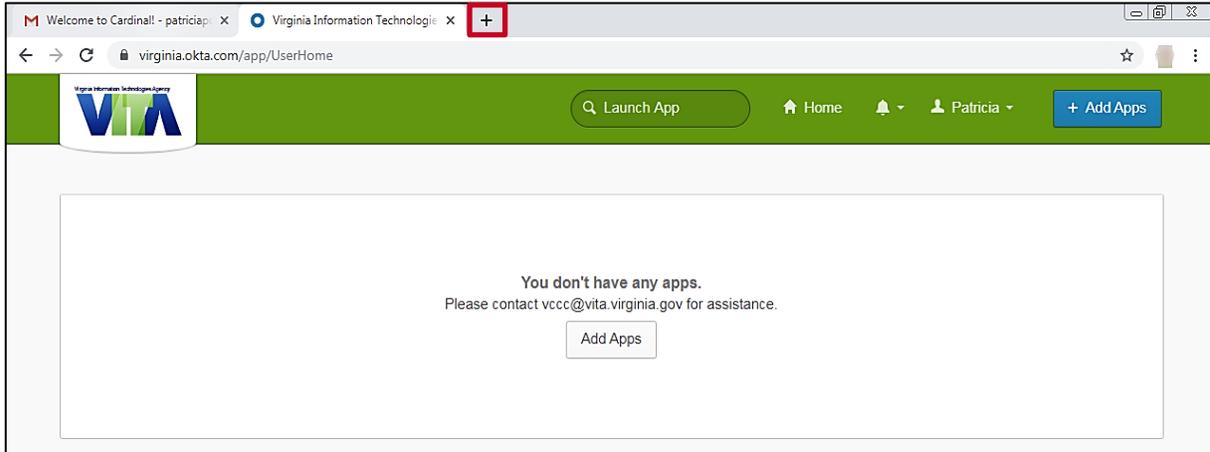
Answer

Click a picture to choose a security Image

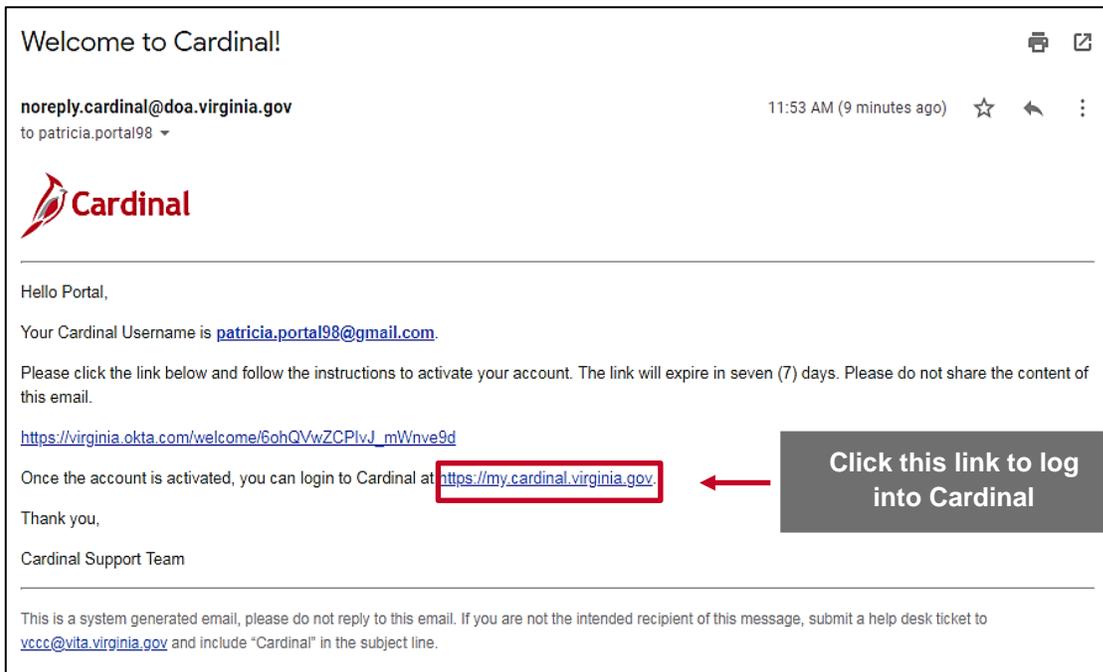
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

Create My Account

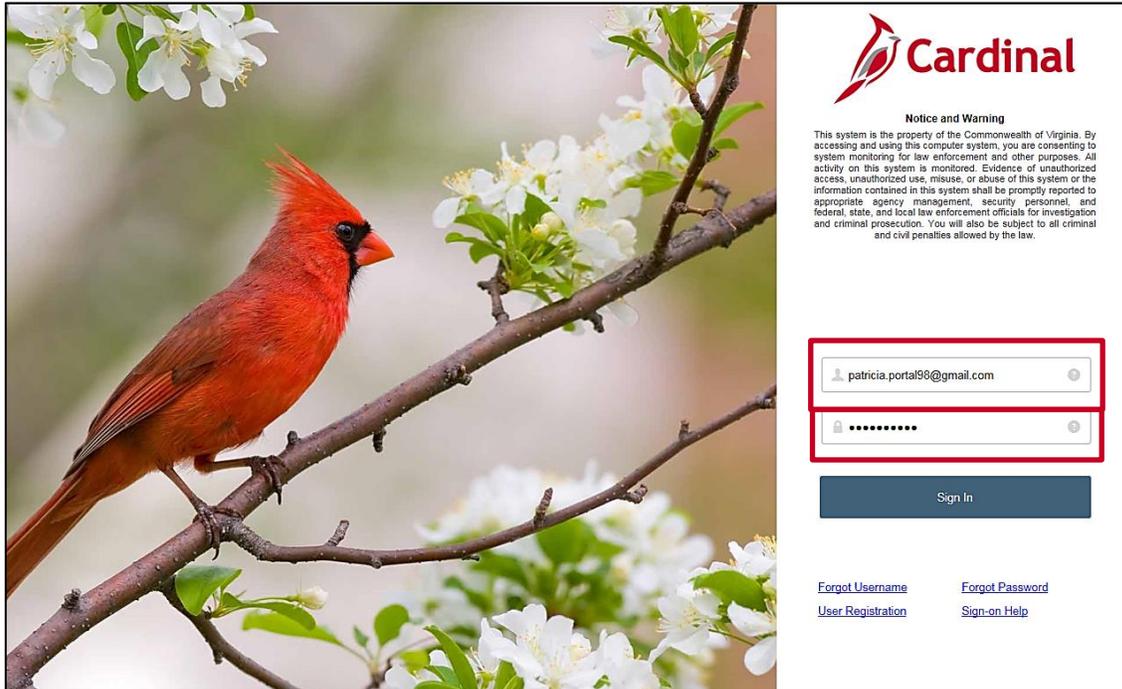
4. Under the **Choose a forgot password question** section, select a question from the drop-down list. This question will be used if you need to reset your password.
5. In the **Answer** field, enter the answer to the question you selected. This field is not case sensitive.
6. Under the **Click a picture to choose a security image** section, select a security image.
7. Click the **Create My Account** button.



8. The **VITA** page displays. No action is required on this page.
9. Click the **X** to close the web browser tab.



10. Now that your account has been activated, click the link from the **Welcome to Cardinal!** registration email or type the following URL in your web browser to access the **Cardinal Login** page (my.cardinal.virginia.gov).
- Note:** Bookmark my.cardinal.virginia.gov in your web browser.

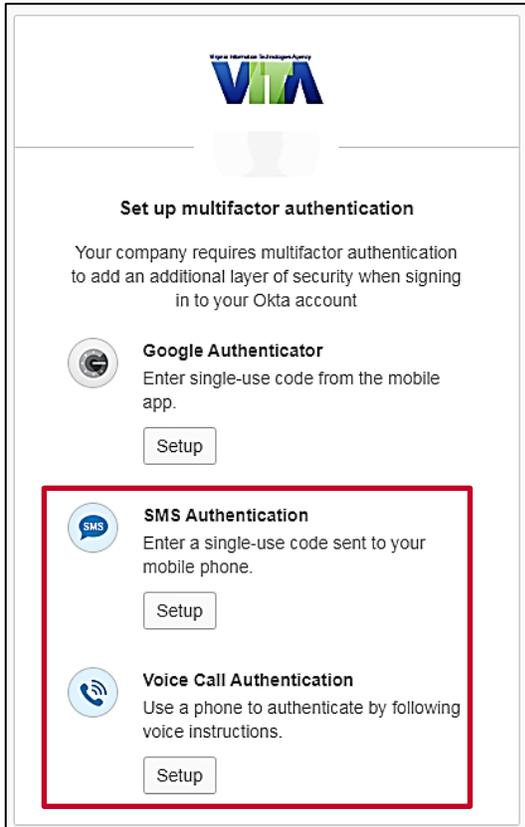


11. The **Cardinal Login** page displays. In the **Cardinal Username** field, enter your Cardinal Username from the **Welcome to Cardinal!** email you received.
12. In the **Password** field, enter the password you created during the registration process.
13. Click the **Sign In** button.

Note: You will be required to setup multi-factor authentication (MFA) immediately after signing in the first time. This is a one-time only process. Follow the steps to set up MFA in the **Setting Up Multi-Factor Authentication** section.

Setting Up Multi-Factor Authentication (MFA)

Setting up MFA allows you to access the Cardinal Portal from outside the Commonwealth of Virginia (COV) network.



1. The VITA **Set up multifactor authentication** page displays. Cardinal recommends using one of the two options listed below.

SMS Authentication

- Requires a mobile phone registered in the United States or Canada.
- A text message is sent to your mobile phone, with an authentication code that you will need to enter on your computer/device.
- Standard text messaging rates apply.

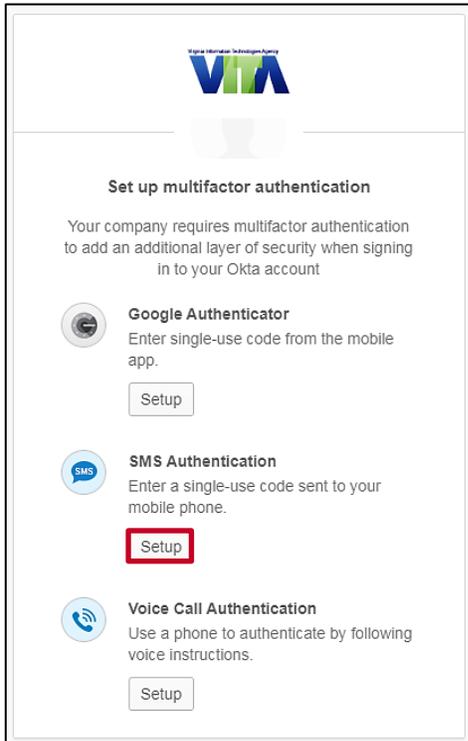
Voice Call Authentication

- Requires either a mobile phone or access to a land line phone.
- A phone call is placed to the phone number you enter. Once you answer the call, a code is verbally stated twice.
- Enter the code into your computer/device.

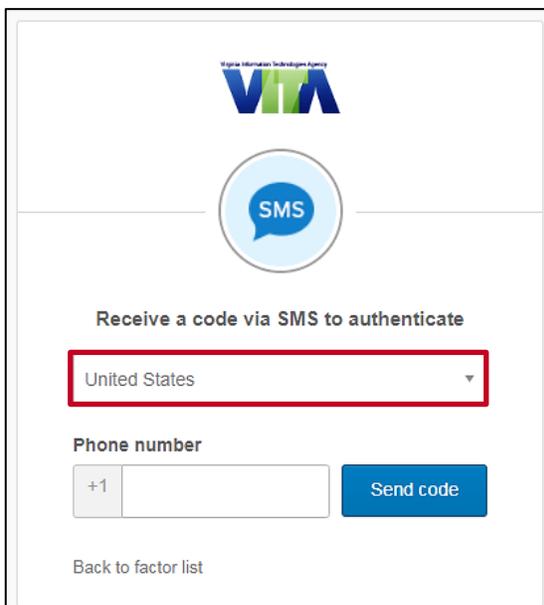
Google Authenticator is not recommended by Cardinal.

Setting up SMS Authentication

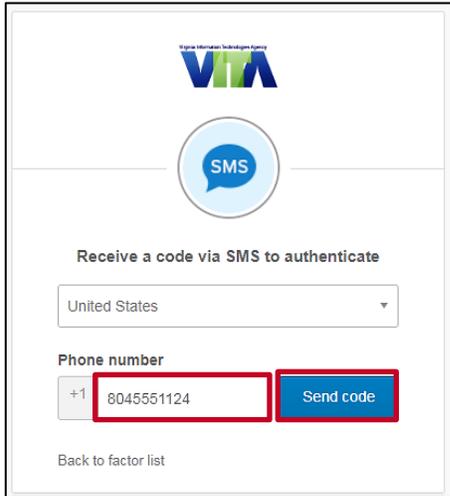
You will receive a random single-use code on your mobile phone (standard text messaging rates apply).



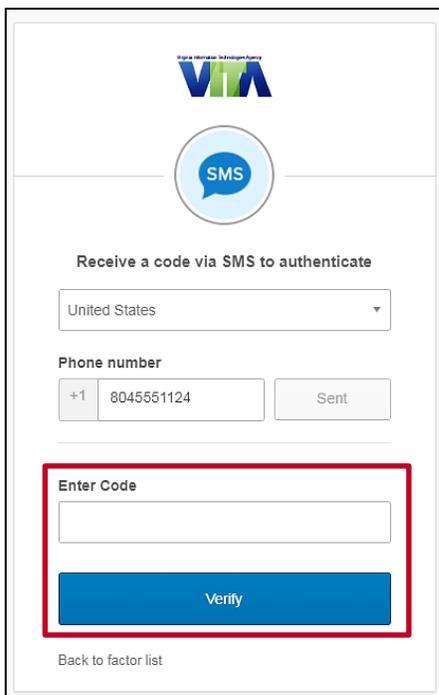
2. Click the **Setup** button under the **SMS Authentication** section of the page.



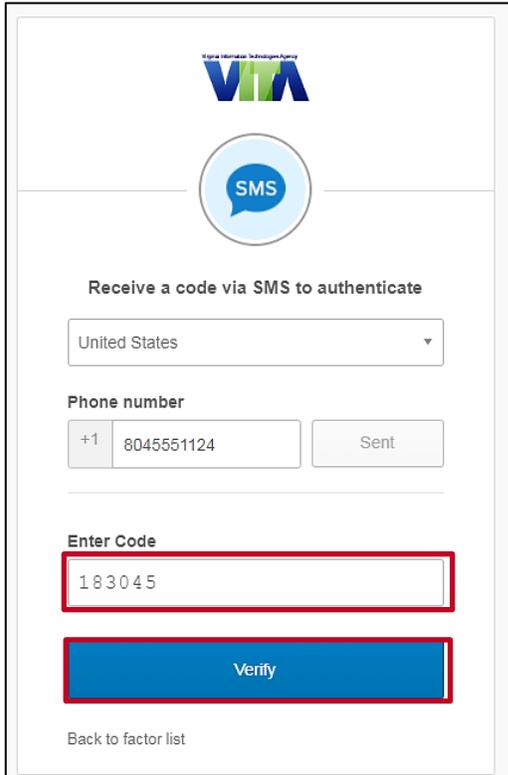
3. The **SMS** page displays. Select **United States** or **Canada**, based on where your mobile phone is registered.



4. Click in the **Phone number** field and enter your mobile phone number including area code.
5. Click the **Send code** button.



6. An **Enter Code** field and **Verify** button display at the bottom of the page.
7. A text message displays on your mobile phone with the authentication code.



VITA

SMS

Receive a code via SMS to authenticate

United States

Phone number

+1 8045551124 Sent

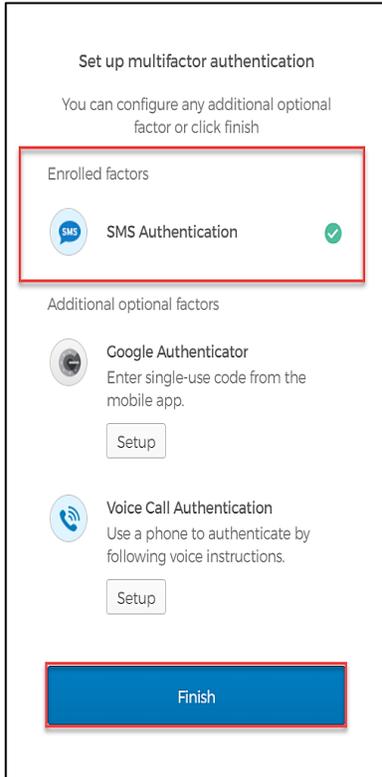
Enter Code

183045

Verify

[Back to factor list](#)

8. Enter the authentication code in the **Enter Code** field on your computer/device.
9. Click the **Verify** button.



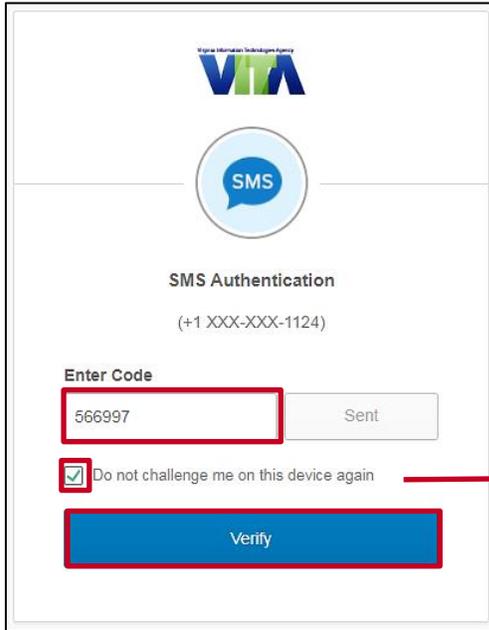
The **Set up multifactor authentication** page displays. A message indicates **You can configure any additional optional factor or click finish.**

10. The authentication option you selected displays under the **Enrolled factors** section of the page.

Note: If you are using Chrome, you will see a green checkmark next to your enrolled factor.

11. Click the **Finish** button.

Note: Now that you have completed your authentication setup, you will be required to authenticate in order to log into the **Cardinal Portal**.



Do not select this option if this is a shared computer/device.

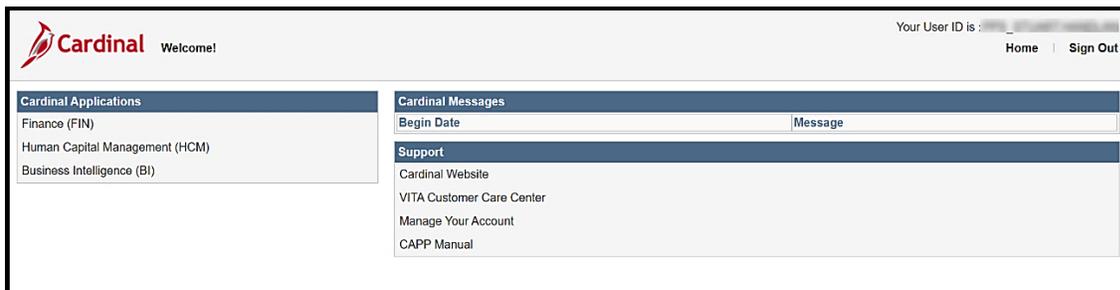
12. The **SMS Authentication** page displays. Click the **Send Code** button. The **Send Code** button changes to sent.

Note: After about 30 seconds, the **Sent** button changes to **Re-send Code**.

13. An authentication code is sent to your mobile device.
14. Enter the authentication code that displays on your mobile device in the **Enter Code** field on your computer/device.
15. To skip this step in the future, select the **Do not challenge me on this device again** check-box. Okta remembers the computer/device so that MFA verification is not required on subsequent logins. The next time you log in from the computer/device, VITA will skip this step and open the **Cardinal Portal**.

Note: If you clear the browser cache on your computer/device, you will need to enter the authentication code again. Clearing the browser cache removes the previous settings which allowed the device to be remembered. Check the **Do not challenge me on this device again** check-box, after entering the authentication code, to have settings added back to the computer/device.

16. Click the **Verify** button to access the **Cardinal Portal**.





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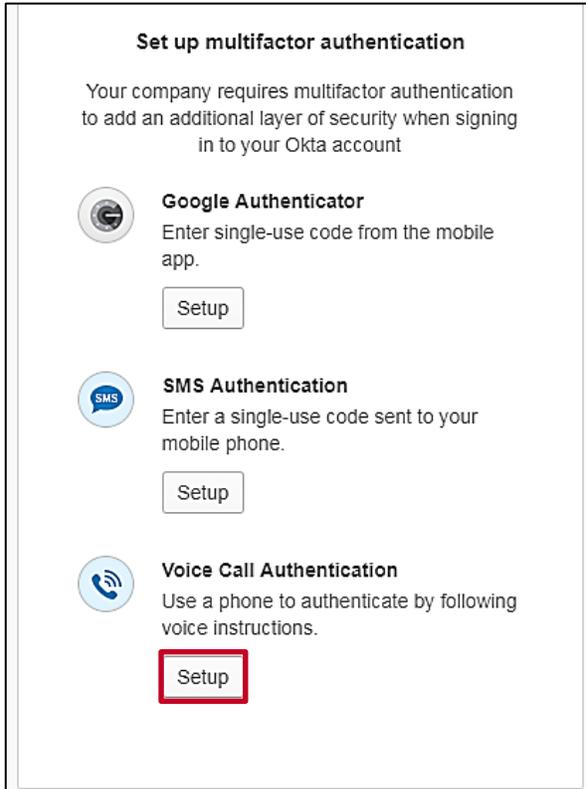
17. The **Cardinal Portal** displays. Congratulations! You have completed the registration, activation, and authentication process for the Cardinal Portal.

See the [Cardinal Portal Layout](#) section for information about the Portal page.

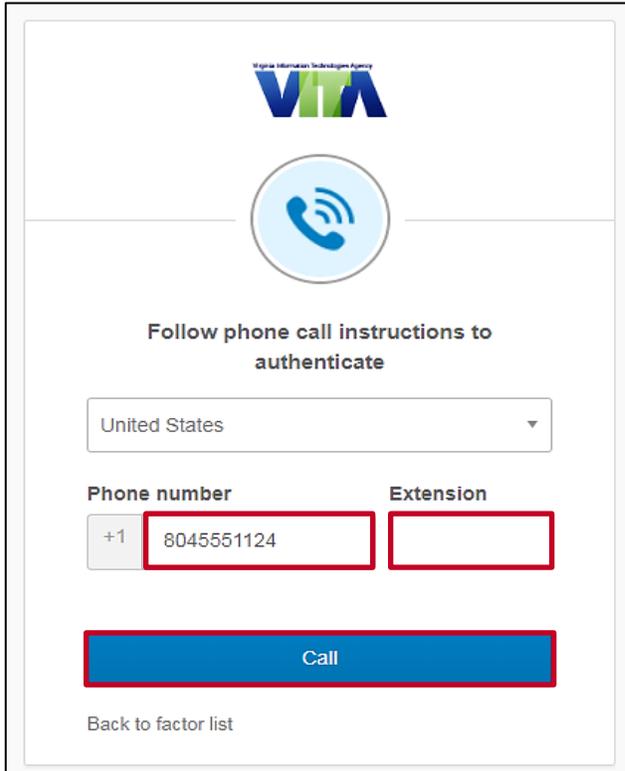
Setting Up Voice Call Authentication

This additional authentication option allows you to use a mobile or land line to receive an authentication code.

1. After entering your phone number and requesting the code, you will receive a call to the number you entered (land line or mobile). When you answer the call, a voice recording provides the authentication code you need to enter.



2. Click the **Setup** button within the **Voice Call Authentication** section.



VITA
Virginia Information Technologies Agency

Follow phone call instructions to authenticate

United States

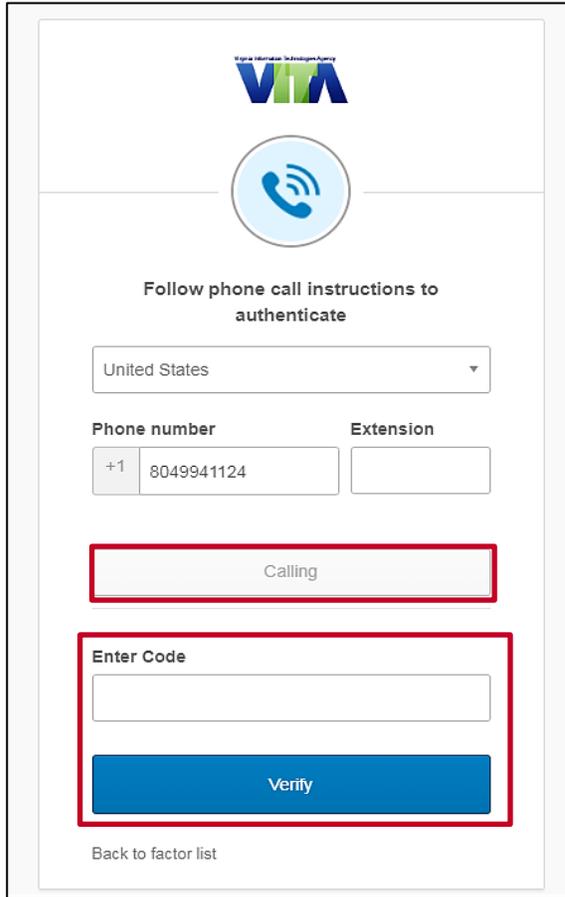
Phone number Extension

+1 8045551124

Call

[Back to factor list](#)

3. The **Follow phone call instructions to authenticate** page displays.
4. Enter the phone number you want to receive the call. The phone number can be either a land line or mobile, registered in the United States or Canada.
If the phone requires an extension, enter it in the **Extension** field.
5. Click the **Call** button.



VITA

Follow phone call instructions to authenticate

United States

Phone number Extension

+1 8049941124

Calling

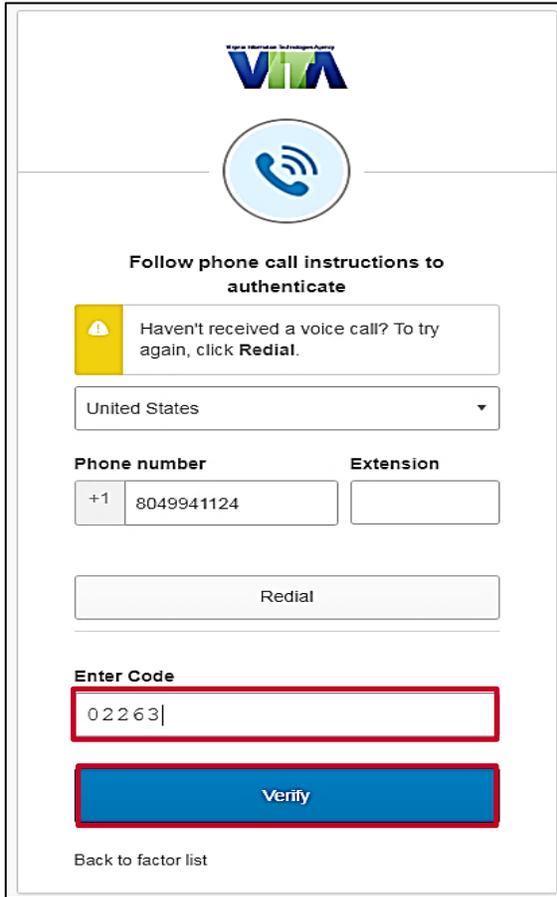
Enter Code

Verify

[Back to factor list](#)

6. An **Enter Code** field and **Verify** button display on the page.

Note: The **Call** field changes to **Calling** when the call is in process. If you do not enter the code and click the **Verify** button, a few seconds after the call disconnects, the **Calling** option changes to **Redial**.



VITA
Voice Identification Technology

Follow phone call instructions to authenticate

Haven't received a voice call? To try again, click **Redial**.

United States

Phone number Extension

+1 8049941124

Redial

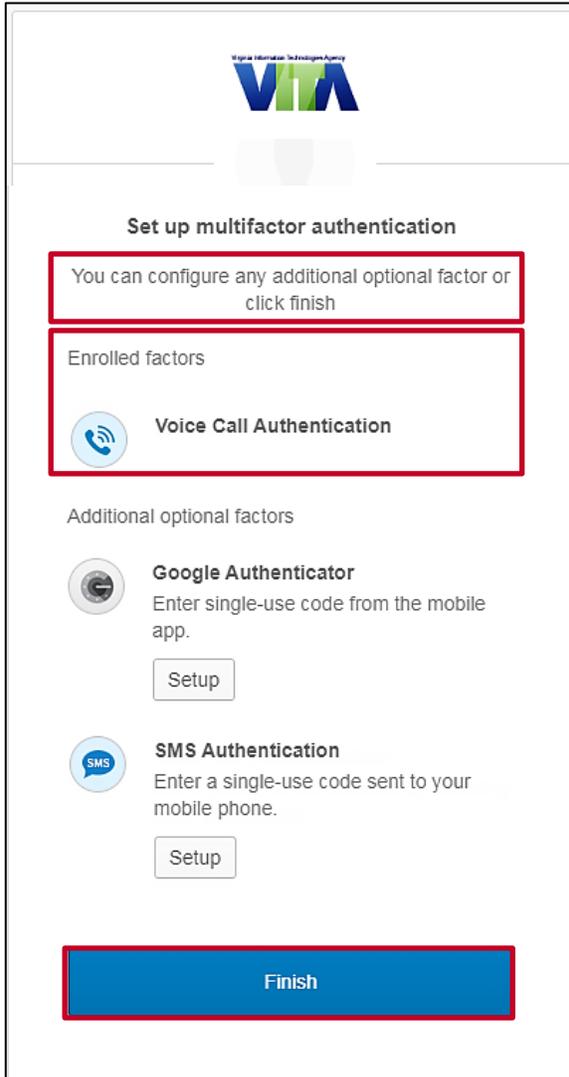
Enter Code

02263

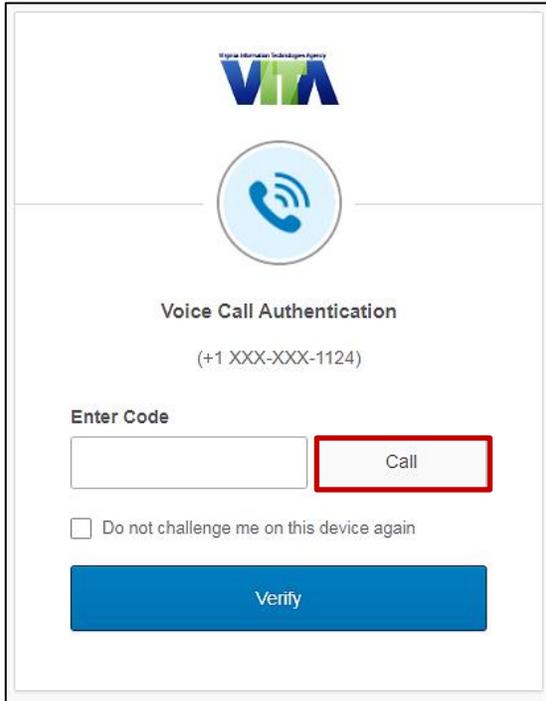
Verify

[Back to factor list](#)

- A call is made to the number you entered. When you answer the call, a voice recording says:
“Hello. Thank you for using our phone verification system. Your code is XXXXX. Once again your code is XXXXX. Goodbye.” The call then disconnects.
- Make note of the authentication code. Enter the authentication code in the **Enter Code** field on your computer/device.
- Click the **Verify** button.



10. The **Set up multifactor authentication** page displays. A message indicates **You can configure additional optional options or click finish**.
11. The authentication option you selected displays under the **Enrolled factors** section of the page.
Note: If you are using Chrome, you will see a green checkmark next to your enrolled factor.
12. Click the **Finish** button. Now that you have completed your authentication setup, you will be required to authenticate again to log into the **Cardinal Portal**.



VITA

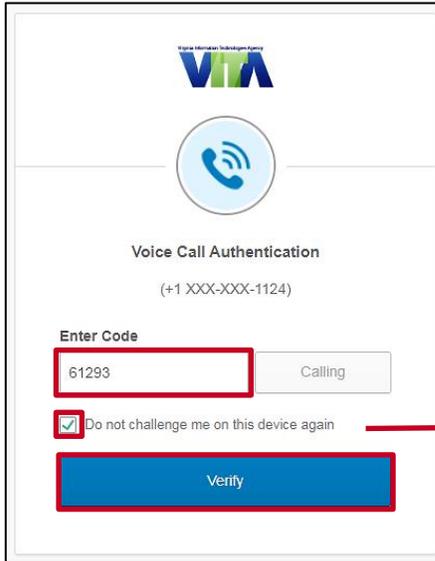
Voice Information Technologies Agency

Voice Call Authentication
(+1 XXX-XXX-1124)

Enter Code

Do not challenge me on this device again

13. The **Voice Call Authentication** page displays on your computer/device.
14. Click the **Call** button to receive a new authentication code.



Do not select this option if this is a shared computer/device.

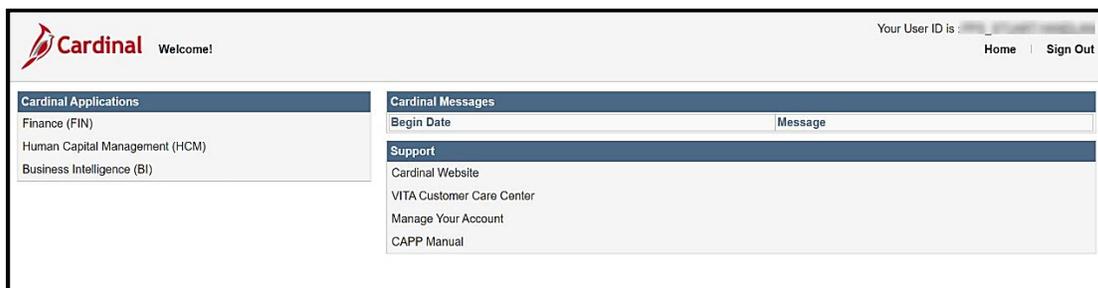
15. Once you receive the call, enter the authentication code in the **Enter Code** field on your computer/device.

Note: The **Call** field changes to **Calling** when the call is in process and **Redial** after the call has disconnected.

16. To skip this step in the future, select the **Do not challenge me on this device again** checkbox. Okta remembers the computer/device so that MFA verification is not required on subsequent logins. The next time you log in from the computer/device, Okta will skip this step and open the **Cardinal Portal**.

Note: If you clear the browser cache on your computer/device, you will need to enter the authentication code again. Clearing the browser cache removes the previous settings which allowed the device to be remembered. Check the **Do not challenge me on this device again** checkbox, after entering the authentication code, to have settings added back to the computer/device.

17. Click the **Verify** button to access the **Cardinal Portal**.

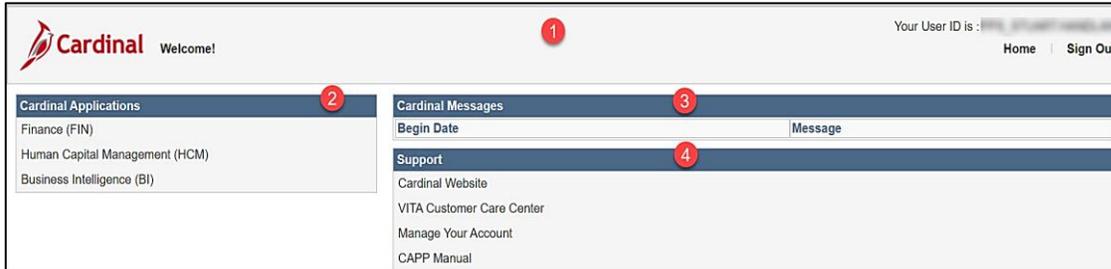


The **Cardinal Portal** displays.

See the [Cardinal Portal Layout](#) section for information about the Portal page.

Cardinal Portal Layout

The **Cardinal Portal** contains four (4) sections which are explained below:



1. Header



The Header section of the page contains:

- Your **User ID**: visible in several locations throughout the Cardinal application (e.g., Reports Manager, Process Monitor, Worklist, Last Updated by).
- **Home** page link: click this link to return to the **Cardinal Portal**.
- **Sign out** link: click this link to sign out of the **Cardinal Portal**.

2. Cardinal Applications

Cardinal Applications
Finance (FIN)
Human Capital Management (HCM)
Business Intelligence (BI)

The **Cardinal Applications** section of the page contains the following links:

Finance (FIN) link – click this link to open Cardinal Financials

Human Capital Management (HCM) link – click this link to open Cardinal HCM

Business Intelligence (BI) link – click this link to open Cardinal BI

3. Cardinal Messages

Cardinal Messages	
Begin Date	Message
03/06/2019	Welcome to the new Cardinal Portal! The new portal solution will allow Non-COV users to gain access to Cardinal without the need for SWAP. We look forward to implementing the Cardinal Portal as a gateway to FIN and HCM very soon.
03/07/2019	The Cardinal website is available to you to search for support and reference materials. Navigate to http://www.cardinalproject.virginia.gov to access Cardinal information.

The **Cardinal Messages** section of the page contains:

Important messages that display for things such as:

- System outages
- Upcoming Cardinal related training
- Important reminders and deadlines

4. Support

Support
Cardinal Website
VITA Customer Care Center
Manage Your Account
CAPP Manual

The **Support** section of the page contains:

Links to access commonly used pages and a **Manage Your Account** link for Non-COV and personal email users. See below for an overview of each:

- **Cardinal Website:** click this link to access the Cardinal website page which contains videos, job aids, and support materials.
- **VITA Customer Care Center (VCCC):** click this link to access the VITA Customer Care Center page where you can enter help desk tickets for Cardinal system issues. Please check with your agency/locality for additional support resources to answer questions about Cardinal.

Note: If you are a Non-COV or personal email user, you will receive an email from the IT Service Desk <vccc@vita.virginia.gov> with an Incident number and a link to VITA's ticket system. Unfortunately, you will **not** be able to access the ticket system to track your issue. However, to assist with tracking, you will receive an update via every time a comment is added to your inquiry. The Cardinal Team also will contact you directly, using the contact information you provided, so that you can correspond about your incident. A new ticket is required for any new issues. Due to high ticket counts, response time may vary.

- **Manage Your Account:** click this link to access the **Manage Your Account** page which opens a page in Okta that allows you to make various changes to your account (e.g., change security image, change password, change forgotten password question). See the [Manage Your Account](#) section of this job aid.
- **CAPP Manual:** click this link to access the Department of Accounts (DOA) Commonwealth Accounting Policies and Procedures (CAPP) Manual.

Section Three: Managing Your Account After Setup

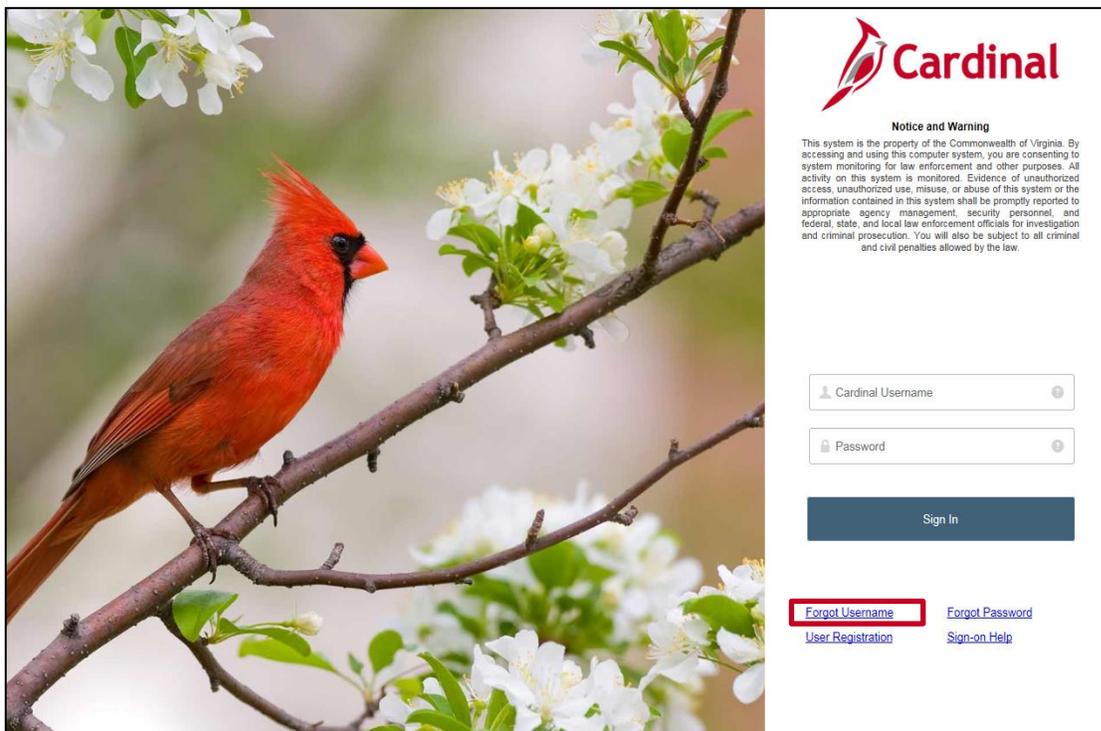
This section contains information to help you manage your account after it has been successfully set up and includes:

- Forgot Username
- Forgot Password
- Sign-on Help
- Manage Your Account

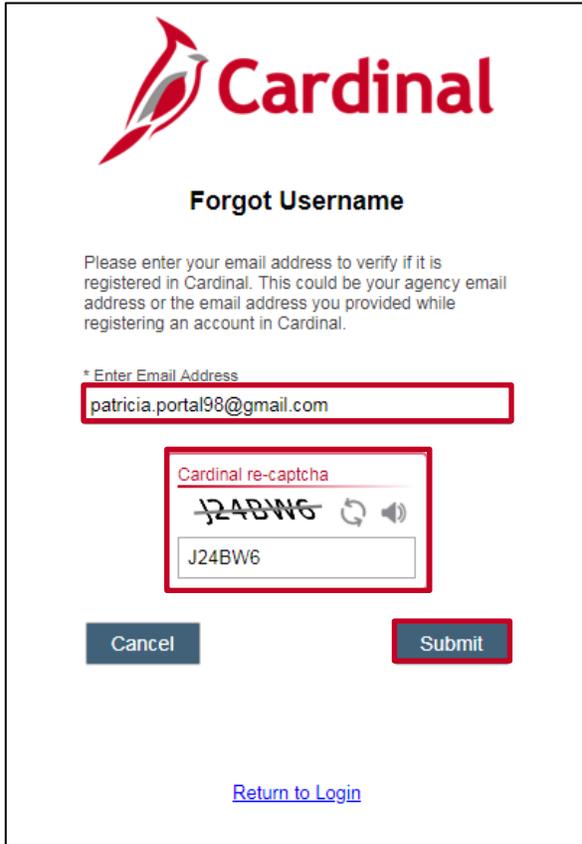
Forgot Username

Use the **Forgot Username** link to retrieve your Cardinal Username.

1. Start by entering the following URL in your web browser: my.cardinal.virginia.gov.



2. The **Cardinal Login** page displays. Click the **Forgot Username** link.



Forgot Username

Please enter your email address to verify if it is registered in Cardinal. This could be your agency email address or the email address you provided while registering an account in Cardinal.

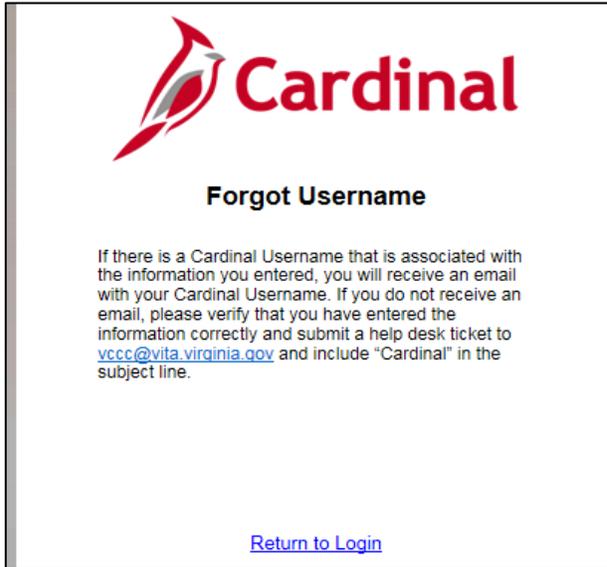
* Enter Email Address
patricia.portal98@gmail.com

Cardinal re-captcha
J24BW6

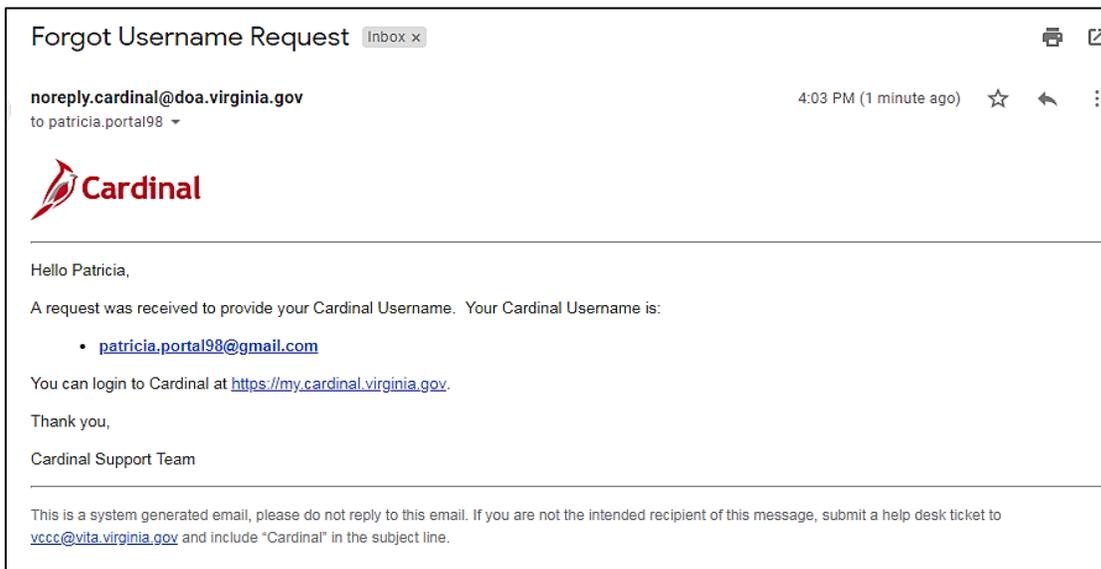
Cancel Submit

[Return to Login](#)

3. The **Forgot Username** page displays. Enter your email address in the **Enter Email Address** field.
4. Complete the **Cardinal re-captcha** information. Enter the code exactly as it appears. This field is case sensitive.
 - a. **Refresh** : click the refresh button to have a new Cardinal re-captcha code display.
 - b. **Speaker** : click the speaker button to receive an audible Cardinal re-captcha code.
5. Click the **Submit** button.



A message like the one above displays.



6. If a Cardinal Username associated with the email address you entered exists, an email will be sent to that email address containing the Cardinal Username. If you do not receive an email, please check your Spam folder.

Note: If an email is not received, verify whether the correct email address was entered and take the appropriate action from the options below:

- a. If the email address was entered incorrectly, or if you are unsure, return to the **Cardinal Login** page and repeat the steps by clicking the **Forgot Username** link.
- b. If the email was entered correctly, submit a help desk ticket to vccc@vita.virginia.gov and include "**Cardinal**" in the subject line. Be sure to include your name, email address, and a phone number where you can be

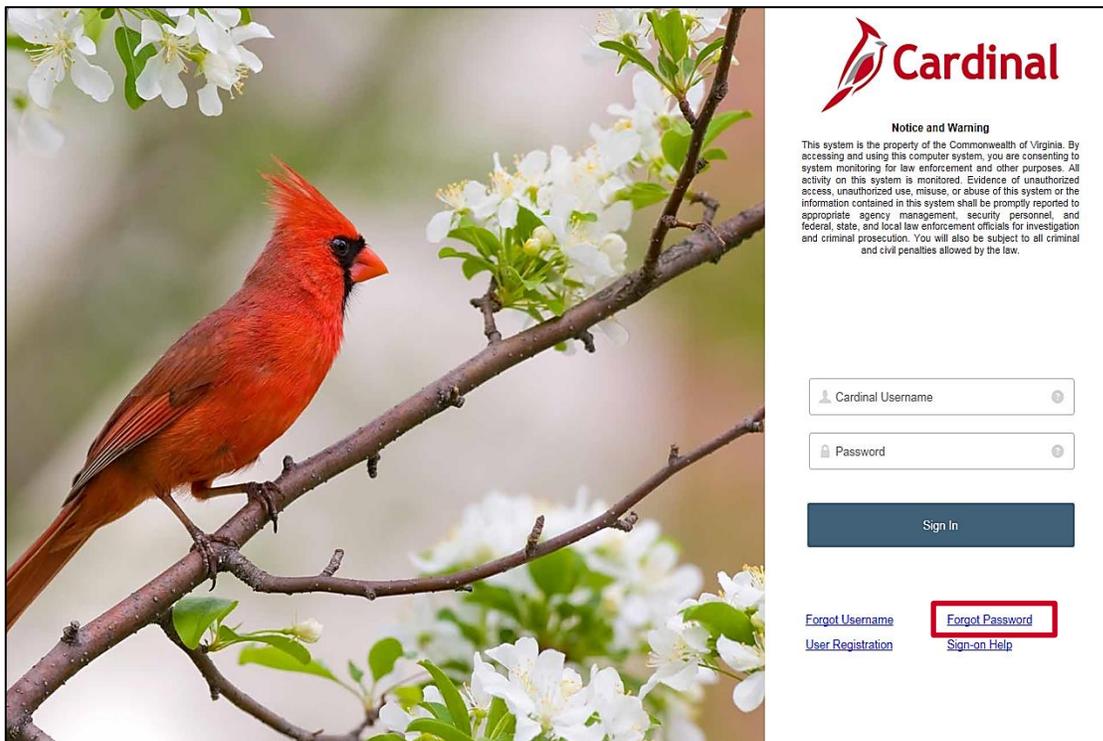
reached.

Note: If you are a Non-COV or personal email user, you will receive an email from the IT Service Desk <vccc@vita.virginia.gov> with an Incident number and a link to VITA's ticket system. Unfortunately, you will **not** be able to access the ticket system to track your issue. However, to assist with tracking, you will receive an update via every time a comment is added to your inquiry. The Cardinal Team also will contact you directly, using the contact information you provided, so that you can correspond about your incident. A new ticket is required for any new issues. Due to high ticket counts, response time may vary.

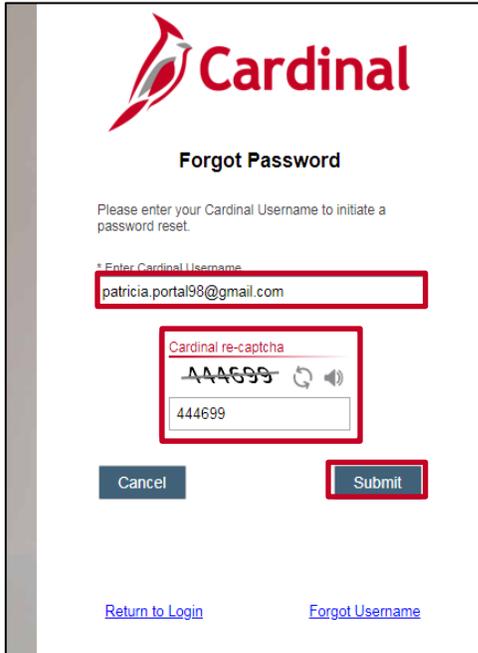
Forgot Password

Use the **Forgot Password** link to reset your password.

1. Start by entering the following URL in your web browser: my.cardinal.virginia.gov.



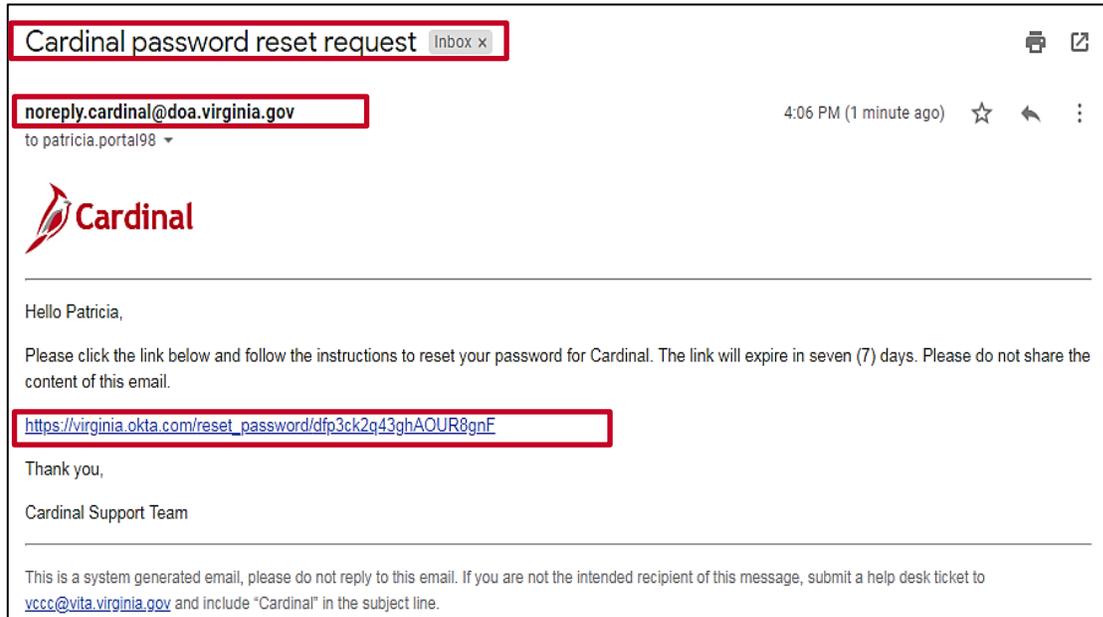
2. The **Cardinal Login** page displays. Click the **Forgot Password** link.



3. The **Forgot Password** page displays. Enter your Cardinal Username in the **Enter Cardinal Username** field.
4. Complete the **Cardinal re-captcha** information. Enter the code exactly as it appears. This field is case sensitive.
 - a. **Refresh**  : click the refresh button to have a new Cardinal re-captcha code display.
 - b. **Speaker**  : click the speaker button to receive an audible Cardinal re-captcha code.
5. Click the **Submit** button.

vccc@vita.virginia.gov and include 'Cardinal' in the subject line.' At the bottom, there is a link for 'Return to Login'." data-bbox="134 663 482 905"/>

A message like the one above displays.



6. If a Cardinal Username exists for the email address that was entered, an email will be sent to the associated email address with a link to reset your password. If you do not receive an email, please check your Spam folder.
7. Open the email from noreply.cardinal@doa.virginia.gov with the subject line **Cardinal password reset request**.
8. Click the link and follow the steps to reset your password. Go to the next step.

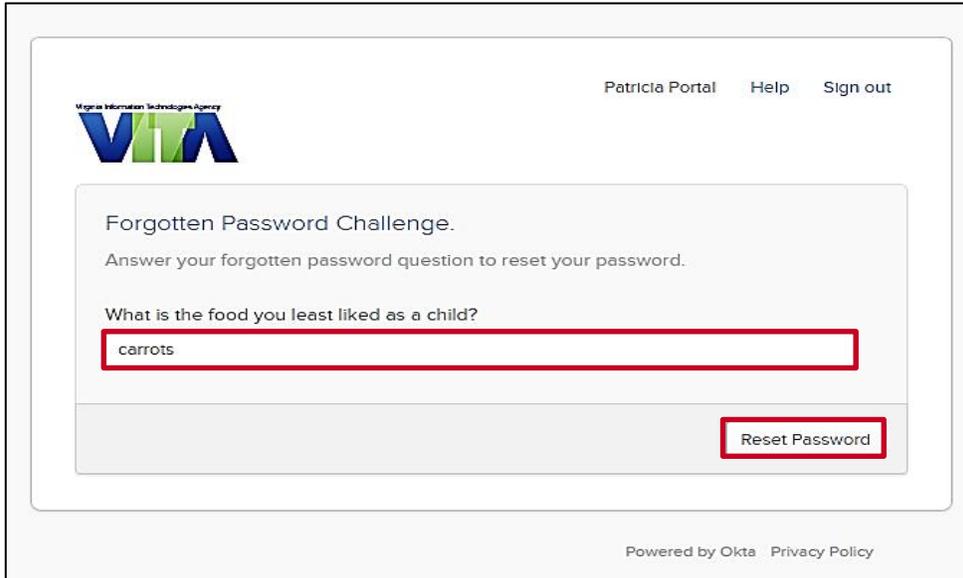
If you do not receive an email, verify whether the correct Cardinal Username was entered and take the appropriate action from the options below:

- If you did not enter the Cardinal Username correctly, or if you are unsure, return to the **Cardinal Login** page and repeat the steps by clicking the **Forgot Password** link.
- If you entered the Cardinal Username correctly, submit a help desk ticket to vccc@vita.virginia.gov and include "**Cardinal**" in the subject line. Be sure to include your name, email address, and a phone number where you can be reached.

Note: If you do not use the reset password link within seven (7) days, repeat steps 1-10 in this section to receive an email with a new link.

If you are a Non-COV or personal email user, you will receive an email from the IT Service Desk <vccc@vita.virginia.gov> with an Incident number and a link to VITA's ticket system. Unfortunately, you will **not** be able to access the ticket system to track your issue. However, to assist with tracking, you will receive an update via every time a comment is added to your inquiry. The Cardinal Team also will contact you directly,

using the contact information you provided, so that you can correspond about your incident. A new ticket is required for any new issues. Due to high ticket counts, response time may vary.



Patricia Portal Help Sign out

Virginia Information Technologies Agency

VITA

Forgotten Password Challenge.

Answer your forgotten password question to reset your password.

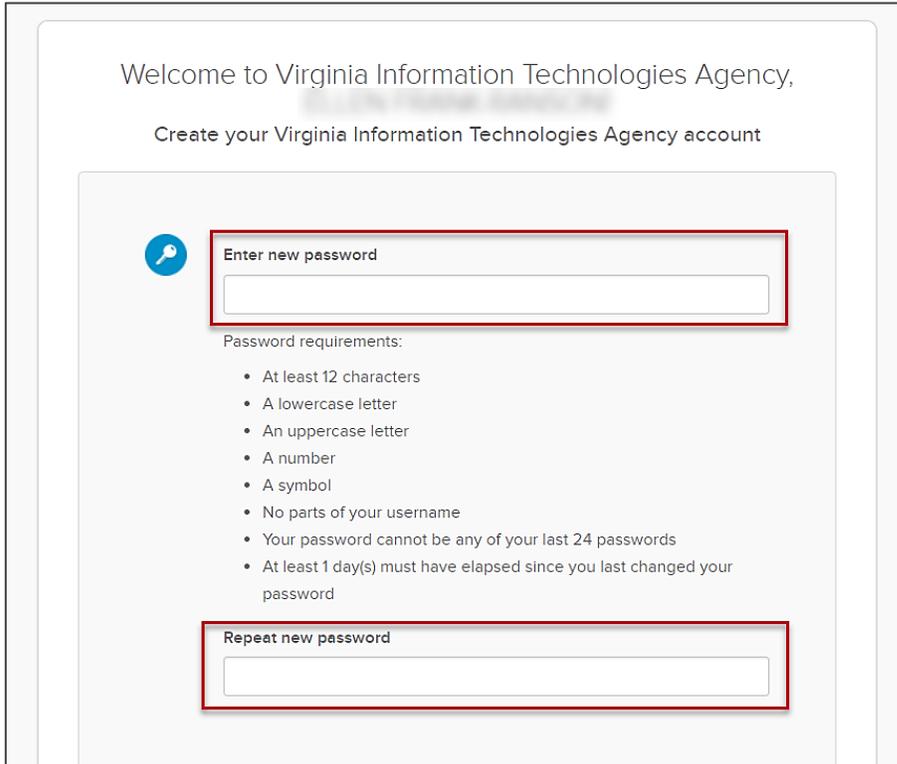
What is the food you least liked as a child?

carrots

Reset Password

Powered by Okta Privacy Policy

9. The **Forgotten Password Challenge** page displays. The password challenge question you selected when you registered your account displays.
10. Enter the answer to the password challenge question. This field is not case sensitive.
11. Click the **Reset Password** button.



Welcome to Virginia Information Technologies Agency,
Create your Virginia Information Technologies Agency account

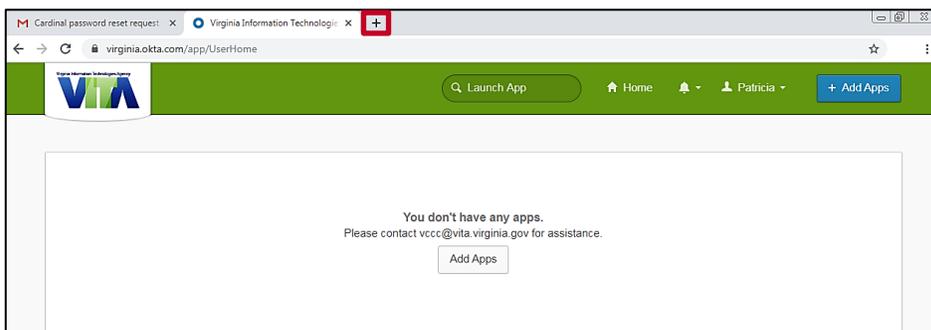
Enter new password

Password requirements:

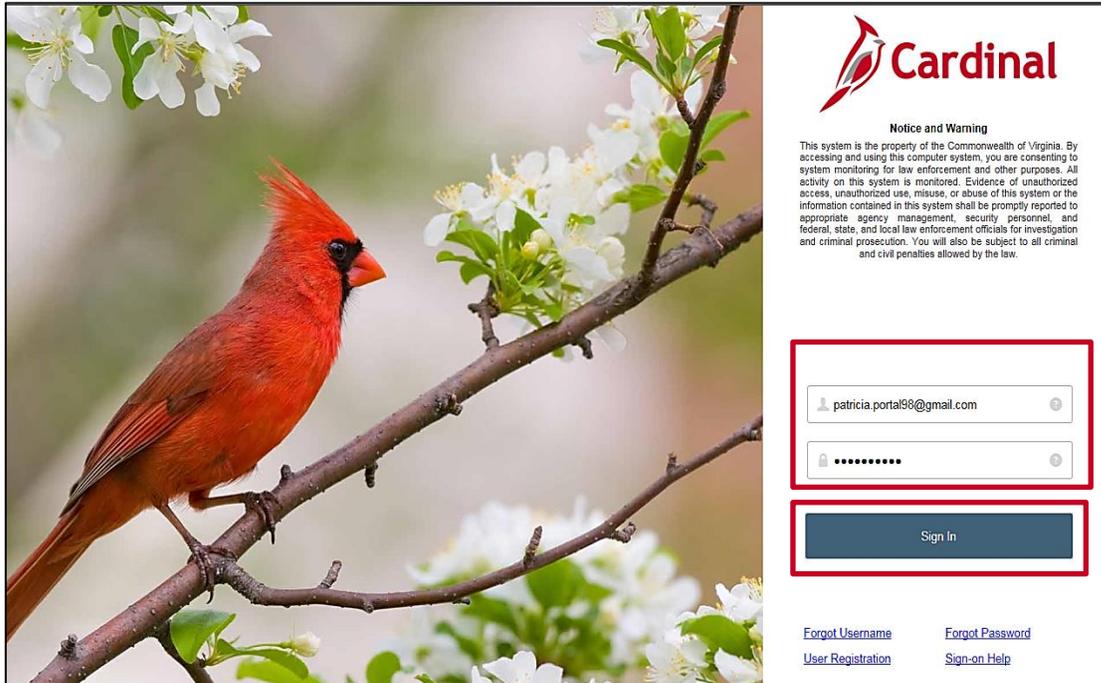
- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Repeat new password

12. The **Reset Your Virginia Information Technologies Agency Password** page displays. Enter a new password in the **Enter new password** field. Follow the password requirements as listed on the page.
13. Enter the password again in the **Repeat new password** field.
14. Click the **Reset Password** button.

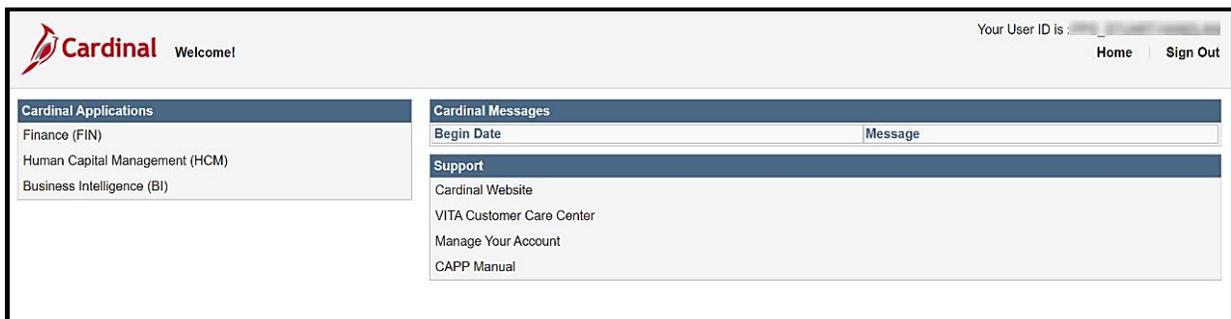


15. The **VITA** page displays. No action is required. Click the **X** to close this web browser window.
16. Enter the following URL in your web browser for Cardinal: my.cardinal.virginia.gov.



17. The **Cardinal Login** page displays. Enter your email address in the **Cardinal Username** field.
18. Enter your new password in the **Password** field.
19. Click the **Sign In** button.

Note: If you did not select the **Do not challenge me on this device again** check-box during the multi-factor authentication process, you will be required to authenticate your account before you can access the **Cardinal Portal**.

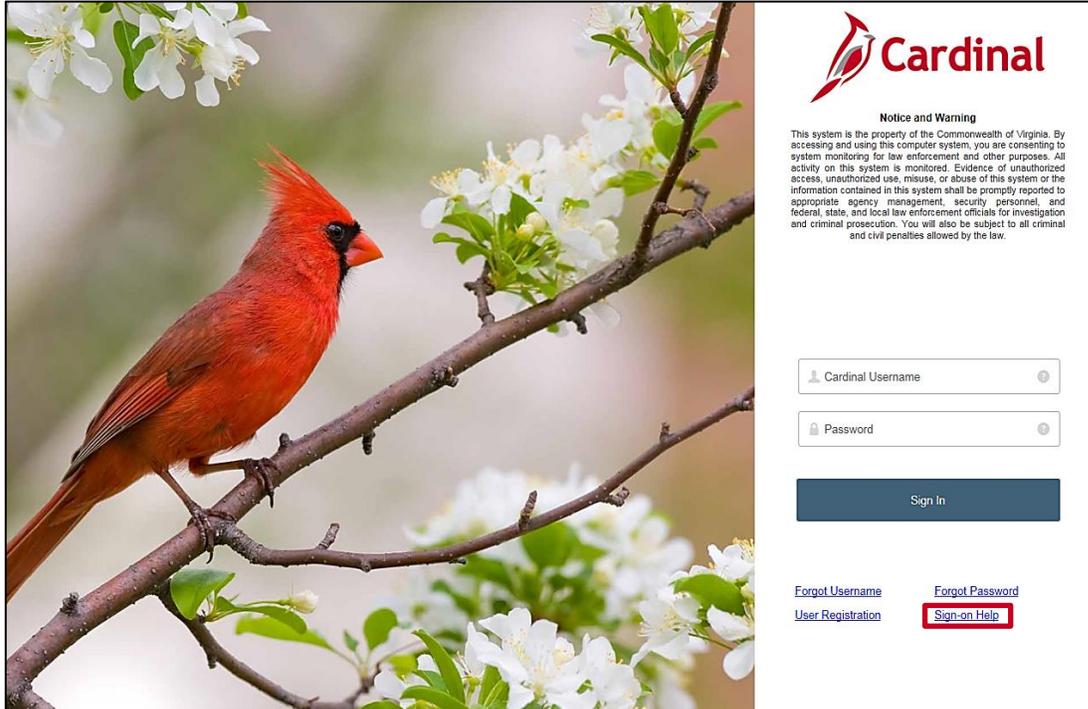


The **Cardinal Portal** displays.

Sign-on Help

Use the **Sign-on Help** link to access Cardinal Portal support materials.

1. Start by entering the following URL in your web browser: my.cardinal.virginia.gov.



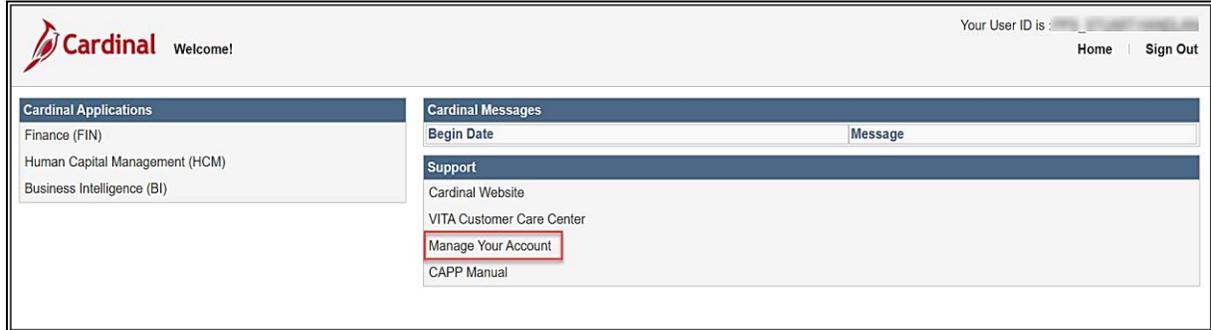
2. The **Cardinal Login** page displays. Click the **Sign-on Help** link.



The **Cardinal Portal** support page displays.

Manage Your Account

The **Manage Your Account** link on the Cardinal Portal opens a page in Okta that allows you to make various changes to your account (e.g., change security image, change password, change forgotten password question).



1. Click the **Manage Your Account** link.

The **Account** page displays and contains six sections:

- **Personal Information**
- **Security Image**
- **Extra Verification**
- **Display Language**
- **Change Password**
- **Forgotten Password Question**

Account

Personal Information Edit

First name	Patricia
Last name	Portal
Okta username	patricia.portal98@gmail.com
Primary email	patricia.portal98@gmail.com
Secondary email	
Mobile phone	
CRD_USERID	VA_PATRICIA.PORTA
Display name	Portal, Patricia
CRD_AGENCY	10000

Change Password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. Your password cannot be any of your last 24 passwords.

Current password	<input type="password"/>
New password	<input type="password"/>
Confirm new password	<input type="password"/>

Forgotten Password Question Edit

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

Question

What is the food you least liked as a child?

Security Image Edit

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.



Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use.

Google Authenticator Mobile App	<input type="button" value="Setup"/>
Text Message Code	<input type="button" value="Reset"/>
Voice Call	<input type="button" value="Setup"/>

Display Language Edit

Language	English
----------	---------

Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.

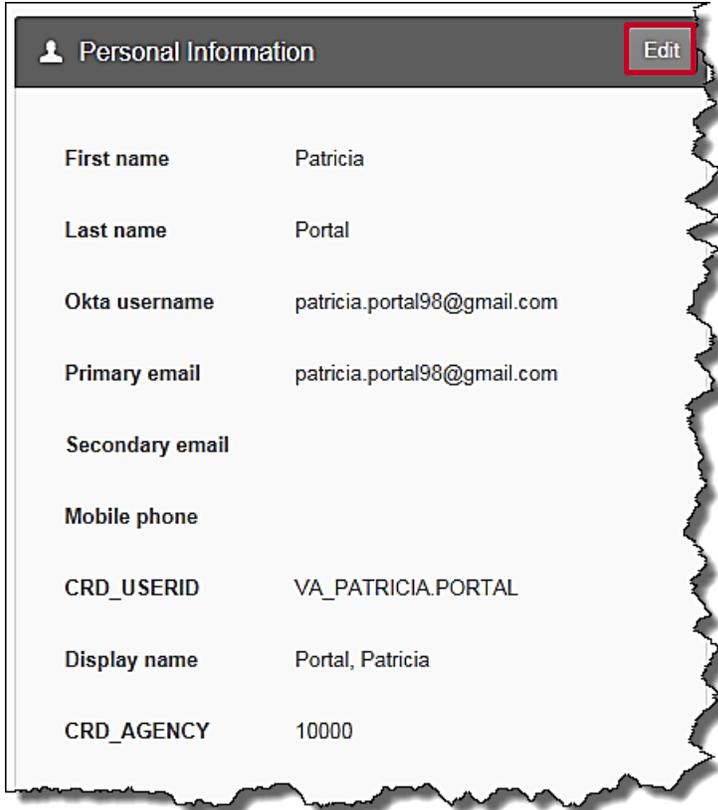
2. Edit buttons display on the Personal Information, Security Image, Display Language, and Forgotten Password Question sections.

Rev 3/31/2022

Page 52 of 67

Personal Information

Note: The information in this section cannot be updated by the user.



Personal Information		Edit
First name	Patricia	
Last name	Portal	
Okta username	patricia.portal98@gmail.com	
Primary email	patricia.portal98@gmail.com	
Secondary email		
Mobile phone		
CRD_USERID	VA_PATRICIA.PORTAL	
Display name	Portal, Patricia	
CRD_AGENCY	10000	

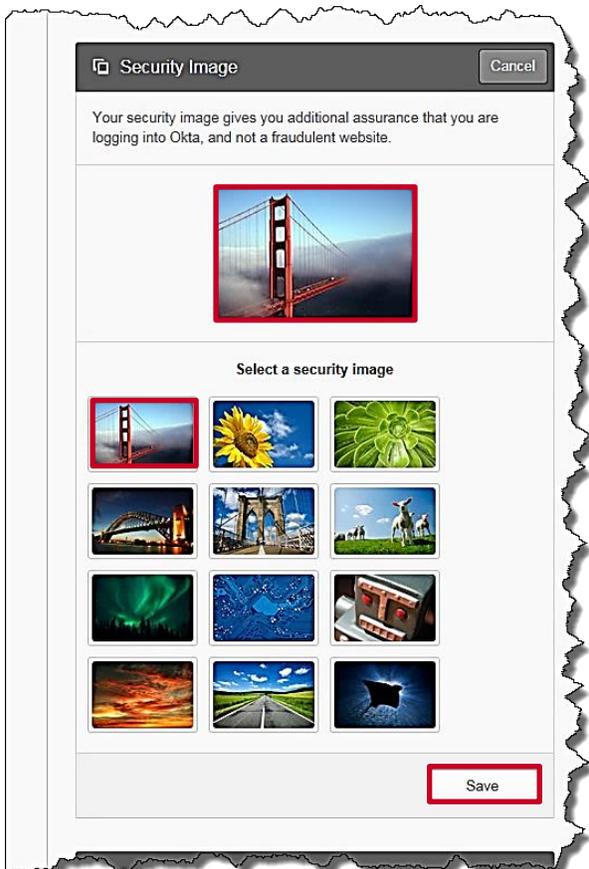
3. After the **Edit** button is clicked, no fields are enabled for editing. If any of the information in this section needs to be corrected, please see your Human Resources or Benefits staff to assist in a correction to your information.

Security Image

This section contains the security image that you selected when you registered your account.



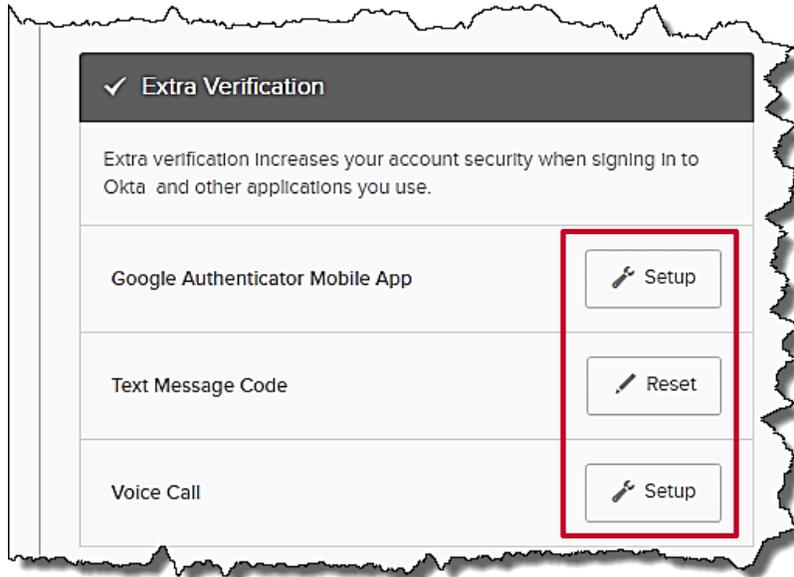
4. If you wish to change your security image, click the **Edit** button.



5. Select the new security image by clicking on the image. The new security image displays at the top.
6. Click the **Save** button to save this as your new security image.

Changes to Multi-Factor Authentication Options

This section allows you to make changes to the authentication options you set up during the registration process. Access this information using the **Manage Your Account** link in the Cardinal Portal.



There are three (3) options listed under the **Extra Verification** section:

- Google Authenticator Mobile App** – not recommended
- Text Message Code** (same as SMS Authentication)
- Voice Call**

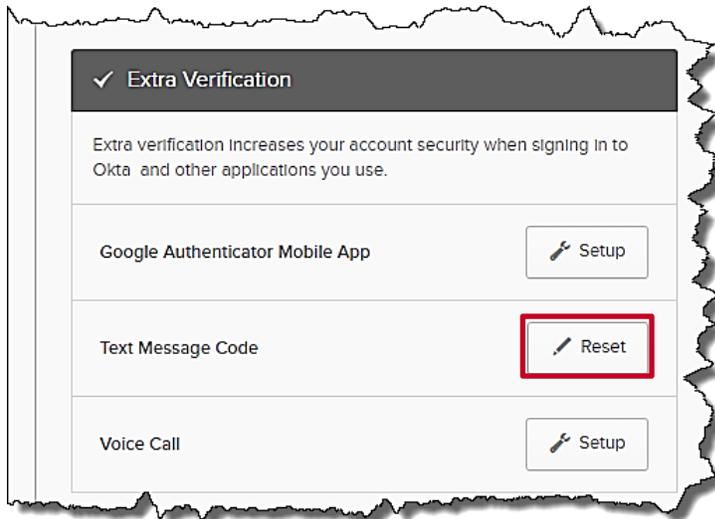
The buttons that display next to an authentication option show which have been set up and which have not:

- Setup** button: displays next to options that have not been set up
- Reset** button: displays next to options that have been set up

Google Authenticator

Note: Since the Cardinal Team is not enabled to support the Google Authenticator app, we do not recommend this option.

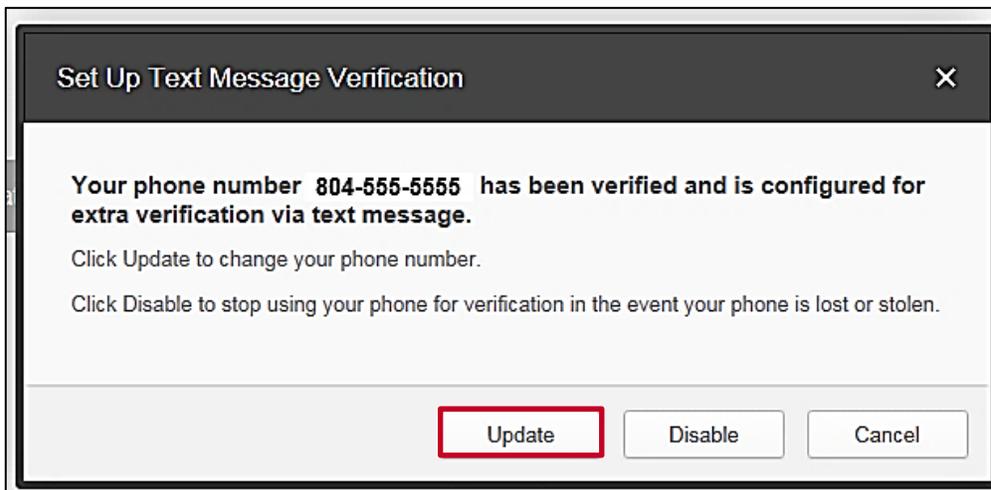
To Make Changes to Text Message Code (same as SMS Authentication)



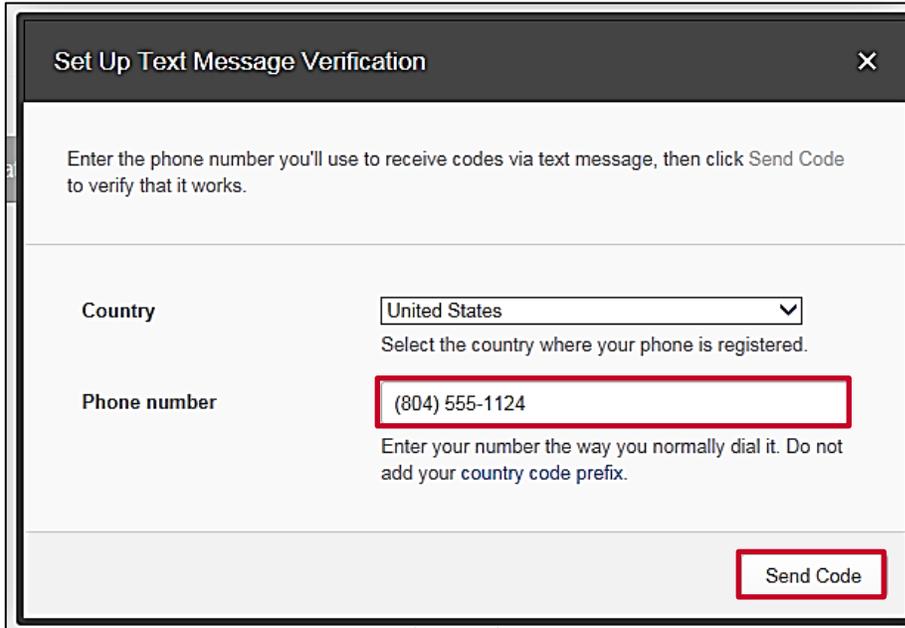
Since the **Text Message Code** option was set up during the registration process, the **Reset** button displays. The **Reset** options allows you to:

- a. Change your mobile phone number.
- b. Disable use of this authentication method. We only recommend disabling this option in the case of a lost or stolen mobile phone.

1. To make changes, click the **Reset** button next to the **Text Message Code** option.

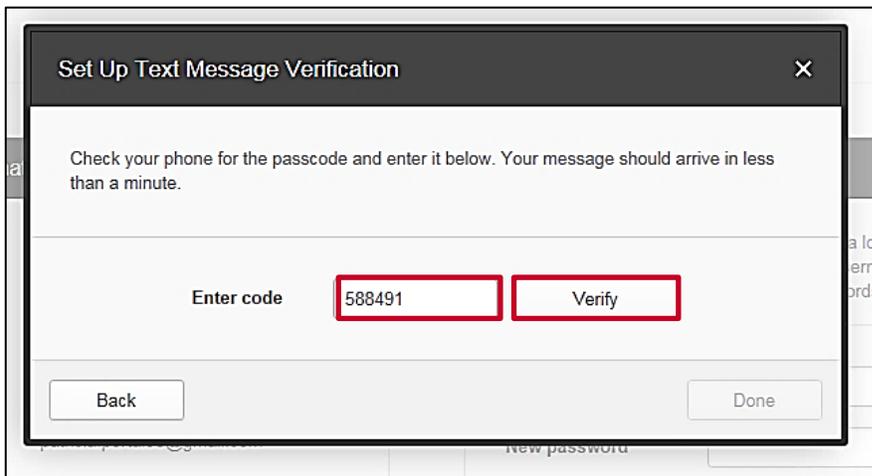


2. The **Set Up Text Message Verification** pop-up window displays. To update your mobile phone number, click the **Update** button.



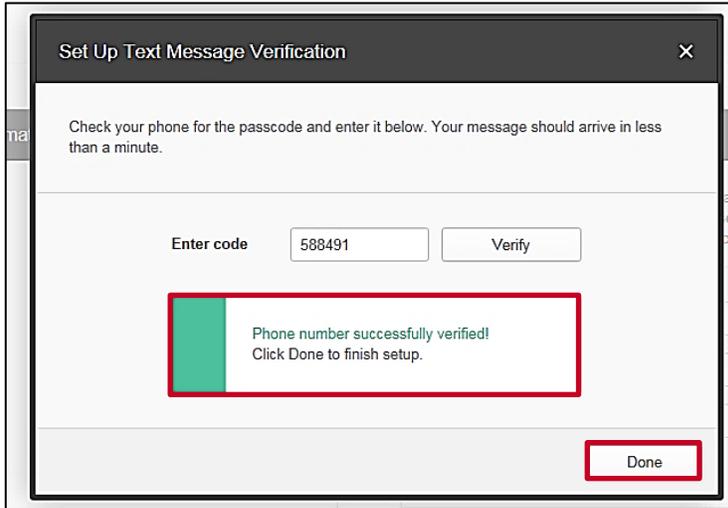
The screenshot shows a dialog box titled "Set Up Text Message Verification" with a close button (X) in the top right corner. The main text reads: "Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works." Below this, there are two input fields. The first is labeled "Country" and has a dropdown menu currently showing "United States". Below the dropdown is the instruction: "Select the country where your phone is registered." The second field is labeled "Phone number" and contains the text "(804) 555-1124". Below this field is the instruction: "Enter your number the way you normally dial it. Do not add your country code prefix." At the bottom right of the dialog box is a button labeled "Send Code".

3. Enter the new mobile phone number in the **Phone number** field including the area code.
4. Click the **Send Code** button.

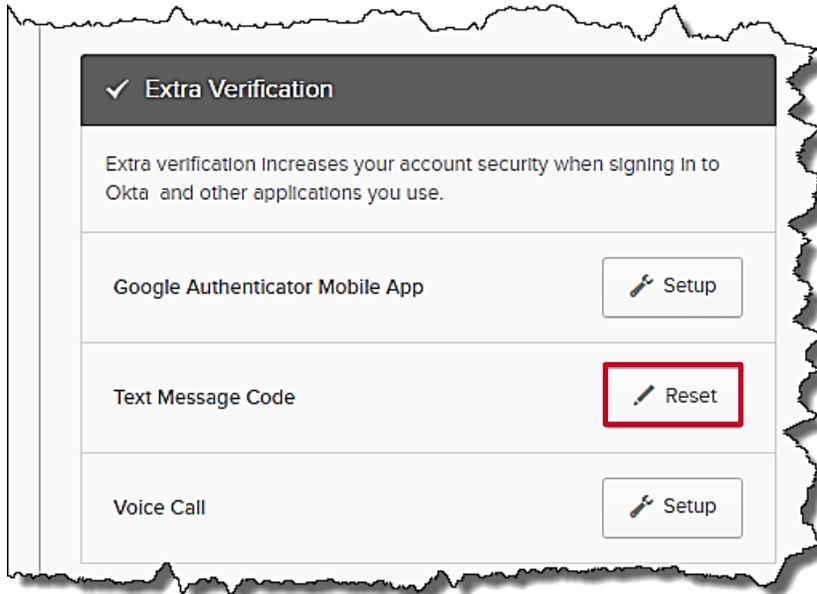


The screenshot shows the same dialog box, but now it displays a verification step. The main text reads: "Check your phone for the passcode and enter it below. Your message should arrive in less than a minute." Below this, there is an "Enter code" label followed by a text input field containing "588491" and a "Verify" button. At the bottom of the dialog box, there are two buttons: "Back" on the left and "Done" on the right.

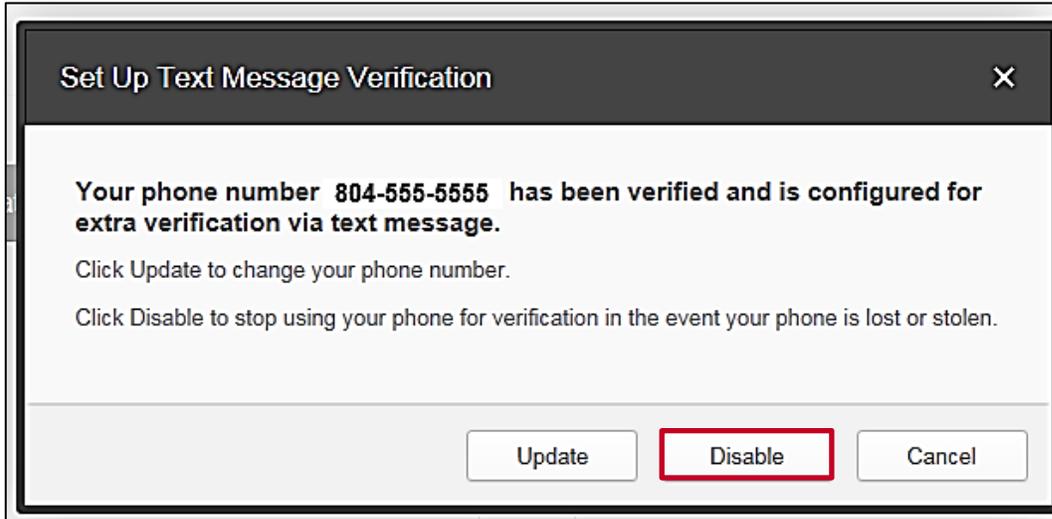
5. The pop-up window updates. Enter the verification code in the **Enter code** field on your computer/device screen.
6. Click the **Verify** button on the computer/device screen.



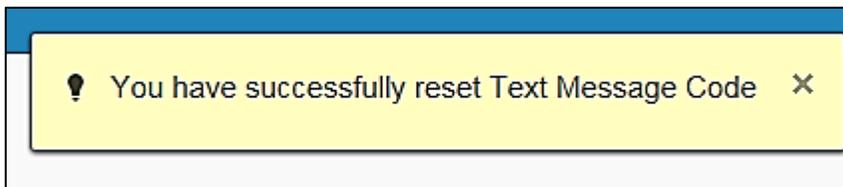
7. A message displays on your computer/device screen indicating **Phone number successfully verified!**
8. Click the **Done** button on your computer/device screen to return to the **Manage Your Account** page.



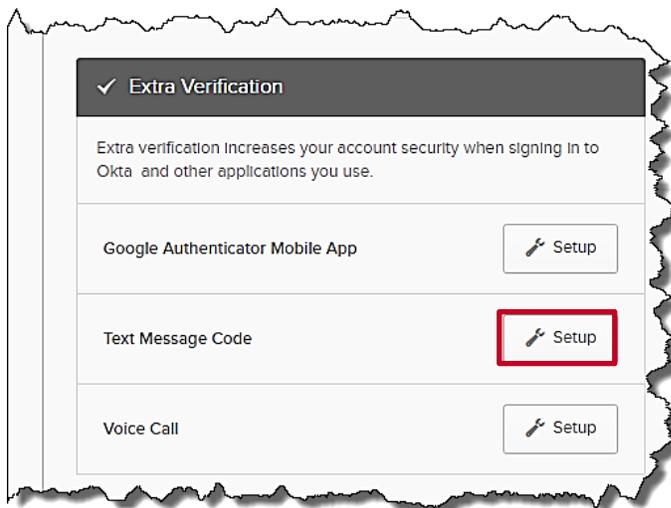
Note: To disable this option, click the **Reset** button. We only recommend disabling this option in the case of a lost or stolen mobile phone.



1. The **Set Up Text Message Verification** pop-up window displays. Click the **Disable** button.



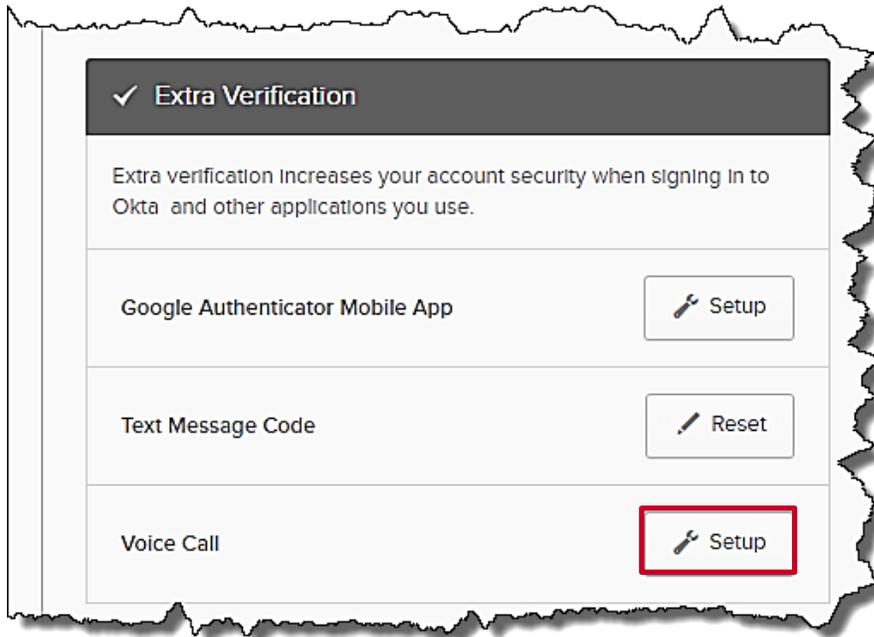
A message displays at the top of the page indicating **You have successfully reset Text Message Code**.



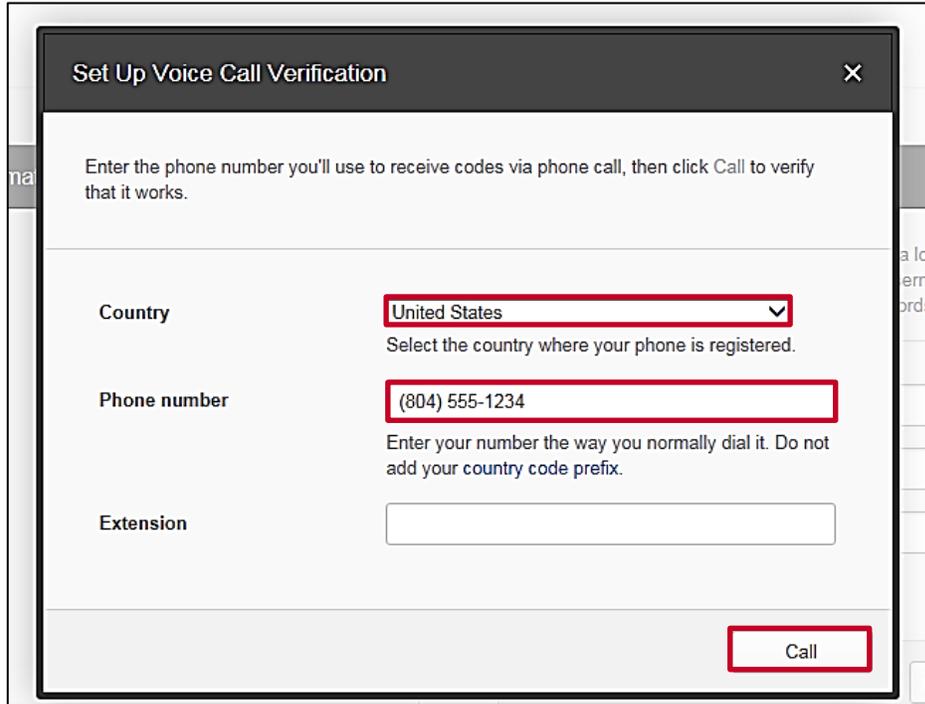
The **Reset** button next to **Text Message Code** changes to **Setup**.

To Make Changes to Voice Call Authentication

Requires you to have access to a phone (mobile or land line) registered in the United States or Canada, generates a random authentication code, and places a call to the number you enter and the code is verbally stated for entry.



1. To set up the **Voice Call** option, click the **Setup** button for that option on your computer/device.



Set Up Voice Call Verification

Enter the phone number you'll use to receive codes via phone call, then click Call to verify that it works.

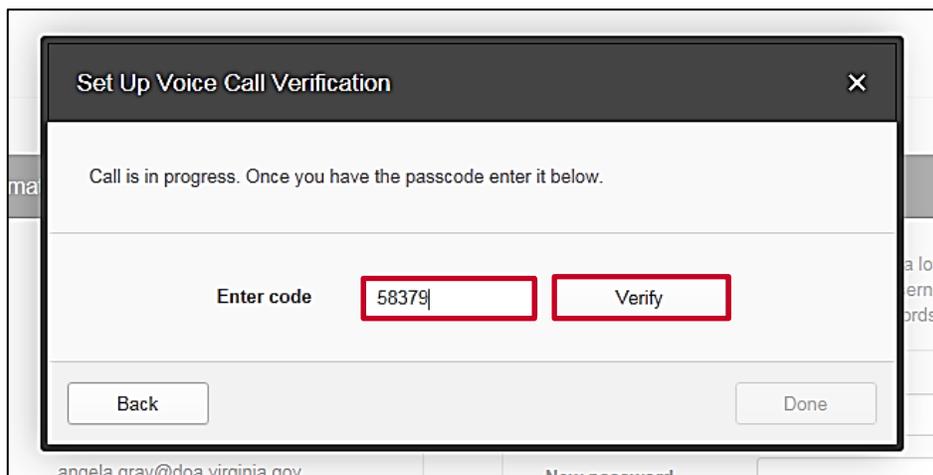
Country: United States

Phone number: (804) 555-1234

Extension:

Call

- The **Set Up Voice Call Verification** pop-up window displays. The **Country** field defaults to **United States**. The phone must be registered in the United States or Canada to use this method. Select the appropriate option.
- In the **Phone number** field, enter the area code and number where you want to receive the call.
Note: If the phone number has an extension, enter it in the **Extension** field.
- Click the **Call** button.



Set Up Voice Call Verification

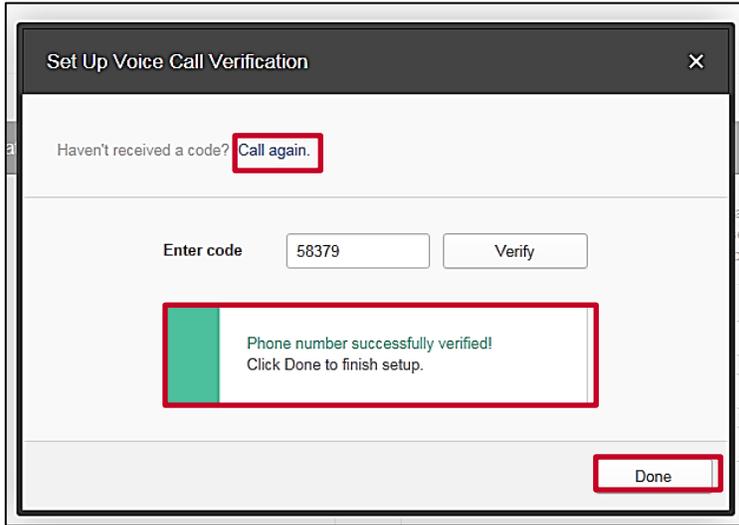
Call is in progress. Once you have the passcode enter it below.

Enter code: 58379

Verify

Back Done

- The call is promptly received. Enter the verbally stated code in the **Enter code** field on your computer/device.
- Click the **Verify** button on the computer/device.

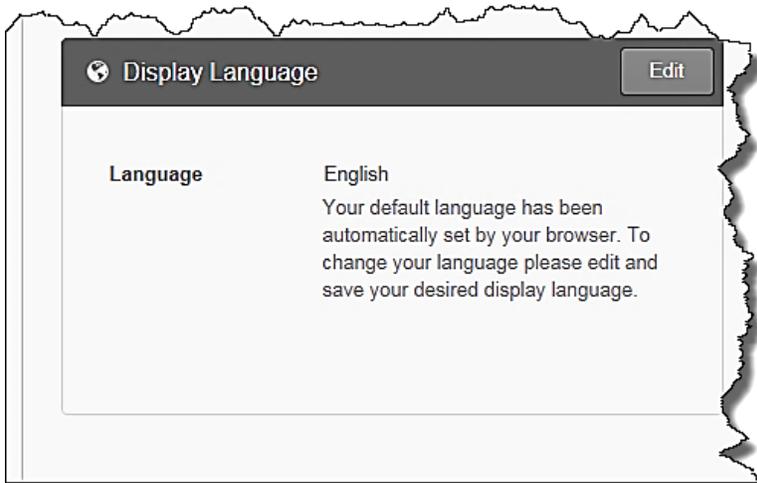


7. A message displays on your computer/device indicating the **Phone number successfully verified!** Click the **Done** button on your computer/device to return to the **Manage Your Account** page.

Note: If you don't receive the code, you can click the **Call again** link.

Display Language

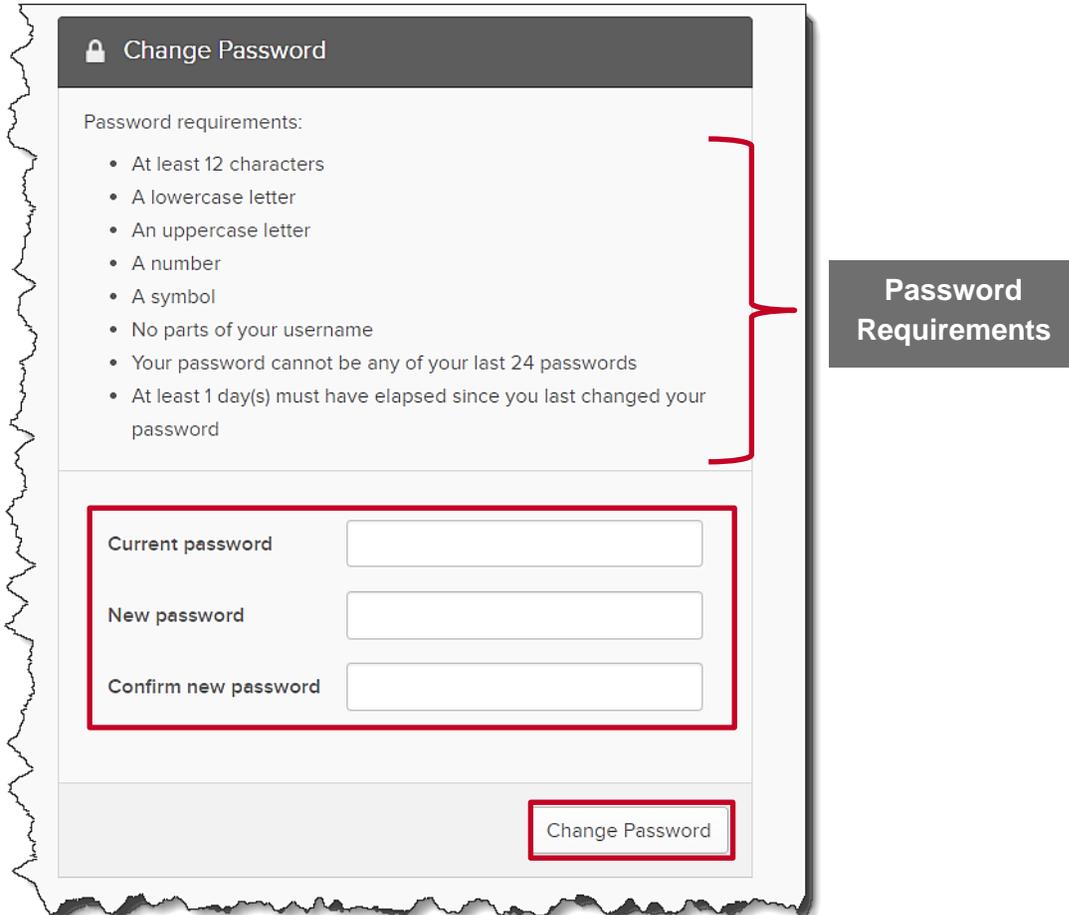
This section shows the language in which your content displays.



Note: Cardinal does not provide support for non-English languages. **Do not** change this setting.

Change Password

The **Change Password** section allows you to change your Password to log into Cardinal. Be sure to review the password requirements.



Change Password

Password requirements:

- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Current password

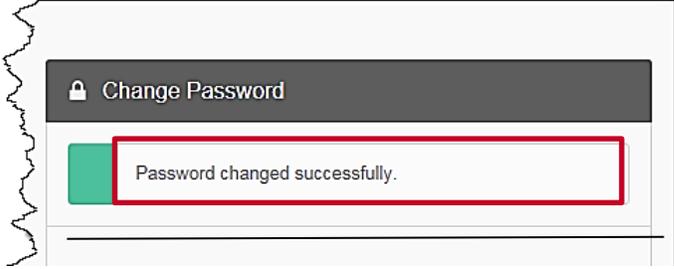
New password

Confirm new password

Change Password

Password Requirements

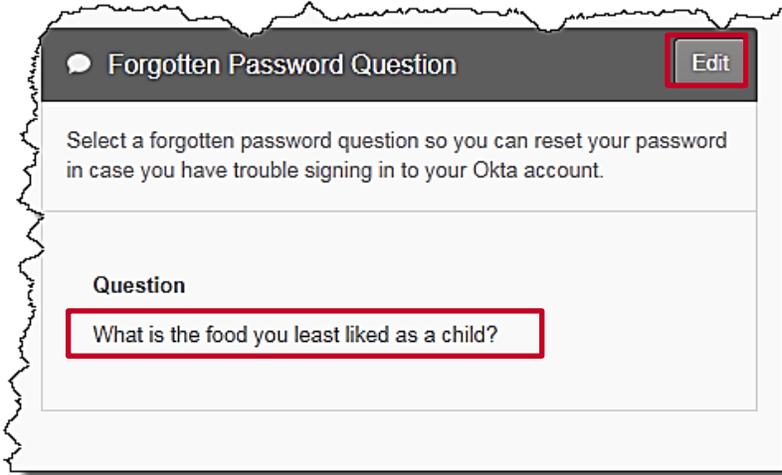
1. To change your password:
 - a. In the **Current password** field, enter your current password.
 - b. In the **New password** field, enter your new password. Follow the password requirements as noted.
 - c. In the **Confirm new password** field, reenter your new password.
2. Click the **Change Password** button.



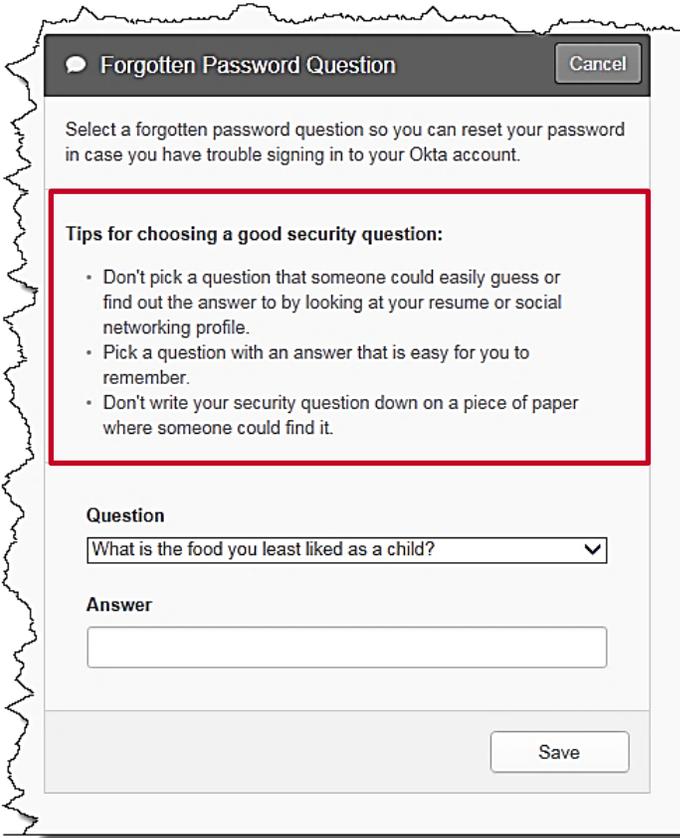
A message displays indicating **Password changed successfully**. You will need to use this password the next time you access the **Cardinal Portal**.

Forgotten Password Question

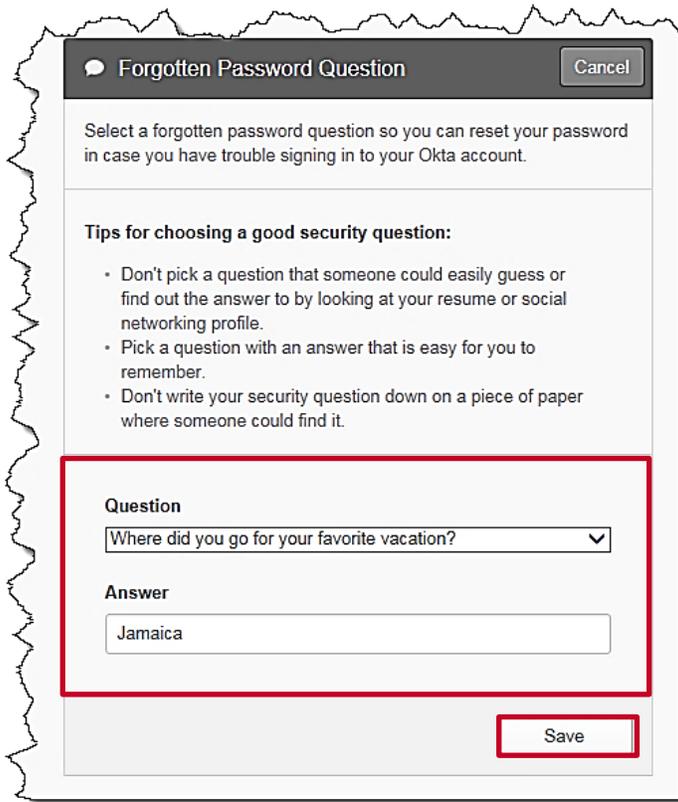
This section allows you to change the **Forgotten Password Question** you selected.



1. The **Question** that displays is the one you selected when you set up your account. To change your **Forgotten Password Question**, click the **Edit** button.



Note: Review the **Tips for choosing a good security question** that display.



Forgotten Password Question Cancel

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

Tips for choosing a good security question:

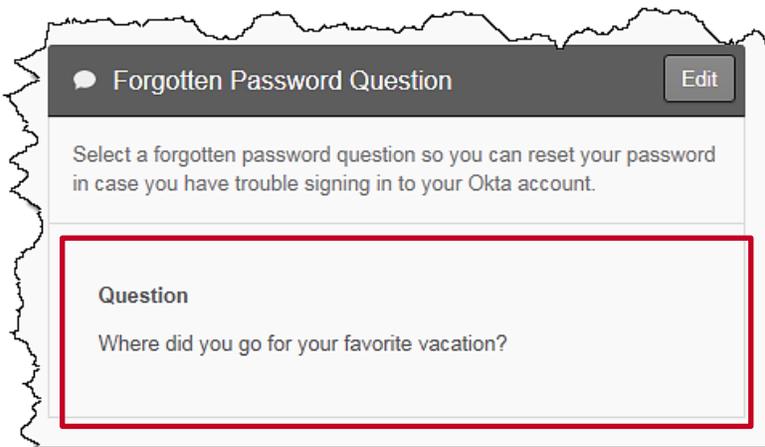
- Don't pick a question that someone could easily guess or find out the answer to by looking at your resume or social networking profile.
- Pick a question with an answer that is easy for you to remember.
- Don't write your security question down on a piece of paper where someone could find it.

Question
Where did you go for your favorite vacation? ▾

Answer
Jamaica

Save

2. Click the **Question** drop-down menu. You can select a question from the list or choose to **Create your own security question**.
3. After selecting or creating your question, enter the answer in the **Answer** field. This field is not case sensitive.
4. Click the **Save** button.



Forgotten Password Question Edit

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

Question
Where did you go for your favorite vacation?

The Forgotten Password security question is updated.



Section Four: Requesting Access to Cardinal Portal

Requesting Access to the Cardinal Portal

Cardinal HCM Employee Self-Service (ESS) access is granted systematically and does NOT require a security form. Cardinal Core user access (access beyond Employee Self-Service) is granted based on specific work that an employee needs to perform in the system and the associated security roles set up by their agency/locality. For Release 1 agencies/localities, this access was already requested. If you feel you have been omitted, please reach out to your agency/locality support staff. Finally, information about accessing Cardinal for new Core users can be located on the [Security](#) page on the Cardinal Website.